



**REPUBLIC OF MAURITIUS**

# **Customer Satisfaction Survey July 2016**

**CIVIL STATUS DIVISION**

**The Ministry of Civil Service and  
Administrative Reforms**

## **FOREWORD**

The Customer Satisfaction Survey (CSS) has been conducted for the first time in the Civil Service by the Ministry of Civil Service and Administrative Reforms (MCSAR) covering the Civil Status Division (CSD) falling under the aegis of the Prime Minister's Office. The survey was carried out from 18<sup>th</sup> to 29<sup>th</sup> July 2016 by officers of MCSAR in collaboration with Statistics Mauritius (SM), which was responsible for the drafting of questionnaire, organization of fieldwork, tabulation, analysis and report writing.

This report has been prepared by Statistics Mauritius and it is hoped that the statistics published will be helpful to the Civil Service, the private sector and the public in general.

The Ministry of Civil Service and Administrative Reforms (MCSAR) would like to extend its thanks to all those who have contributed to this exercise namely the staff of Ministry of Civil Service and Administrative Reforms, Statistics Mauritius and Civil Status Division.

The cooperation of the public in the survey is also gratefully acknowledged.

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## INTRODUCTION

The Ministry of Civil Service and Administrative Reforms (MCSAR) has sought and obtained Cabinet approval for the conduct of the Customer Satisfaction Survey (CSS) across the Civil Service. A survey was conducted for the Civil Status Division (CSD) falling under the aegis of the Prime Minister's Office. The main objectives of the survey were to determine the level of customer satisfaction with the 5 different service components (Accessibility, Reception and Waiting Area, Interaction with Service Provider, Service Delivery and Handling of Complaints) for the 8 different types of services provided by the Civil Status Division and to solicit customers' suggestions for improvement in each service area. The survey was carried out from 18<sup>th</sup> to 29<sup>th</sup> July 2016 by officers of MCSAR in collaboration with Statistics Mauritius (SM), which was responsible for the drafting of questionnaire, organization of fieldwork, tabulation, analysis and report writing.

This report presents the main results of the Customer Satisfaction Survey based on data collected from a sample of 1,000 customers in all 33 Civil Status Offices across the Island of Mauritius. Section 1 of the report presents the main findings such as the profile of the respondents including severity of disability and purpose of visit and time spent at the Civil Status Office. Section 2 presents the rating of the different services by the respondents and the suggestions for the improvement of these facilities. The methodology, concepts and definitions are given at section 3 and the detailed tables are at section 4. The questionnaire is at Annex.

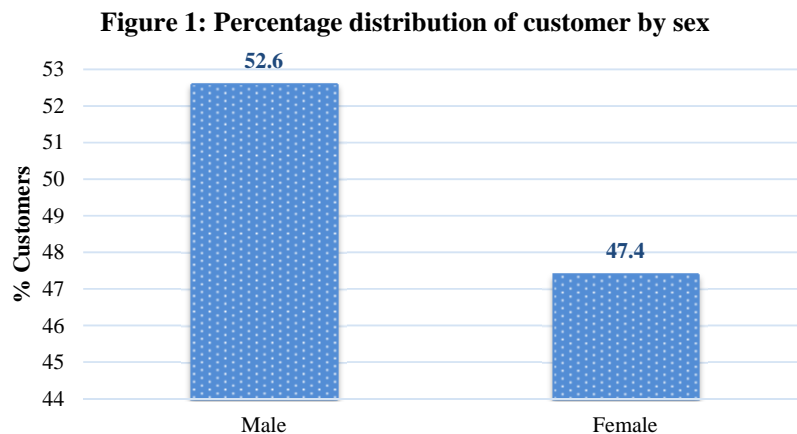
## Section 1: Main Findings

### 1.1 WHAT ARE THE PROFILES OF THE CUSTOMERS? (Table A1)

#### Gender

##### More males than females...

Figure 1 below presents the sex distribution of customers interviewed. Out of 1,000 respondents, 526 were males and 474 were females.

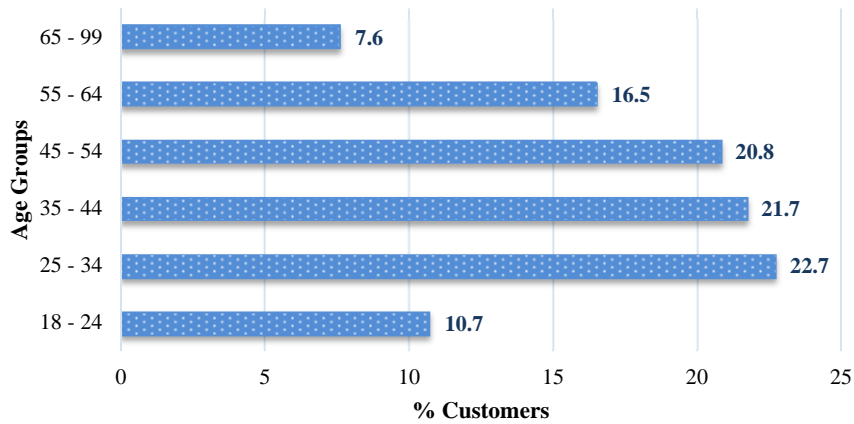


*Age*

**...mostly adult aged between 25 to 44...**

Some 22.7% of customers visiting the Civil Status Office were between the ages of 25 to 34 years and 21.7% were aged between 35 to 44 years. The mean age of a male customer was 43 years while that for a female was 41 years.

**Figure 2: Percentage distribution of customers by age**



*Citizenship*

**...mainly Mauritian...**

Of the total number of customers interviewed, 98.5% were Mauritian and 1.5% were foreigners.

*Marital Status*

**...more likely to be married/in a union...**

Figure 3 shows that the distribution of customers interviewed by marital status was as follows: 69.5% of the respondents were married/in a union, 19.2% were single, 4.6% were widowed, and the remaining 6.7% were divorced or separated.

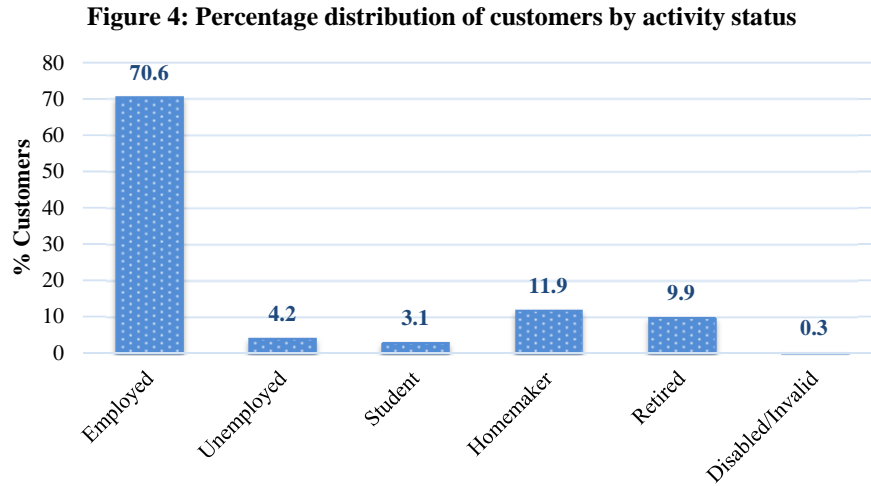
**Figure 3: Percentage distribution of customers by marital status**



### Activity Status

#### ...generally employed...

Around 70.6% of the customers interviewed were employed and 11.9% were homemaker. The retired constituted some 9.9%, and the remaining were unemployed, student or disabled/invalid.



### Level of Education

#### ...with secondary education

Among the customers who were employed, 94.6% had at least primary and the remaining 5.4% had no formal education.

**Table 1: Distribution of customers by activity status and level of education**

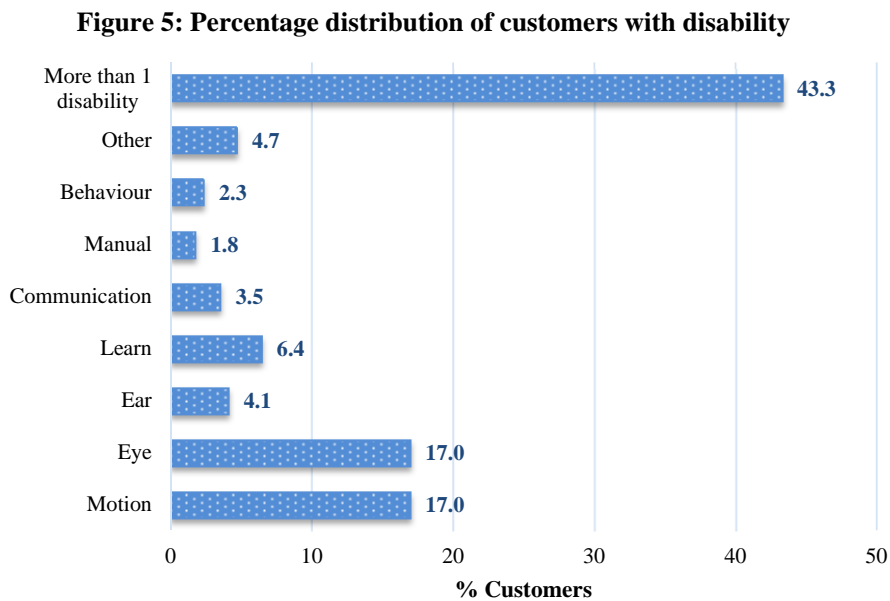
Activity Status	No formal Education	Primary Education	Secondary Education	Post-Secondary Education	Total
<b>Total</b>	<b>54</b>	<b>198</b>	<b>564</b>	<b>184</b>	<b>1,000</b>
Employed	33	109	417	145	704
Unemployed	1	11	21	9	42
Student	0	0	17	14	31
Homemaker	14	44	59	2	119
Retired	6	32	48	13	99
Disabled/Invalid	0	2	1	0	3
Other Specify	0	0	1	1	2

## 1.2 HOW MANY CUSTOMERS WITH DISABILITY VISITED THE CIVIL STATUS OFFICE?

*Disability (Table A2)*

**There was practically 17.1% of the customers interviewed with at least one disability**

Of the total number of customers interviewed, 171 were recorded to have disabilities. Out of the 171 customers with disability 56.7% had only one disability compared to 43.3% having more than one disability.



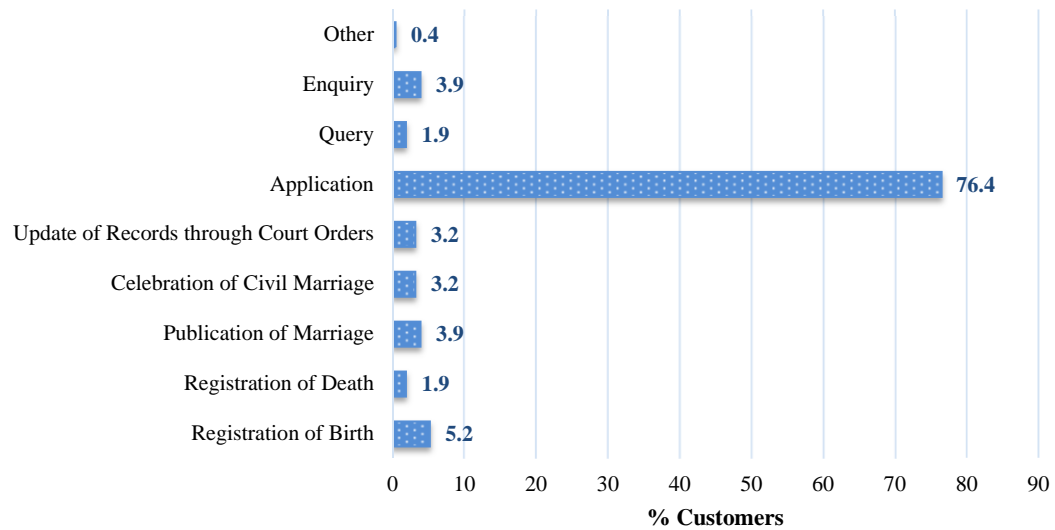
## 1.3 WHAT ARE THE SERVICES REQUESTED BY THE CUSTOMERS?

*Purpose of Visit (Table A7)*

**The customers that were interviewed, mainly requested the application service**

The figure below depicts the percentage distribution of customers by purpose of visit. It is observed that the highest request was for 'application service' with 76.4% while the least (0.4%) was for 'other services' (such as collect amendment form for rectification of document, retrace ancestors or collect official document for the police).



**Figure 6: Percentage distribution of customers by purpose of visit**

#### 1.4 THE LENGTH OF VISIT<sup>1</sup>

*Time of visit (Table A3 & A4)*

##### **Nearly half of the number of respondents spent 1 to 5 minutes at the office...**

The survey reveals that 45.0% of the customers spent between 1 to 5 minutes at the Civil Status Office. Around 22.6% and 11.5 % spent between 6 to 10 minutes and 11 to 15 minutes respectively while 20.9% stayed for more than 15 minutes.

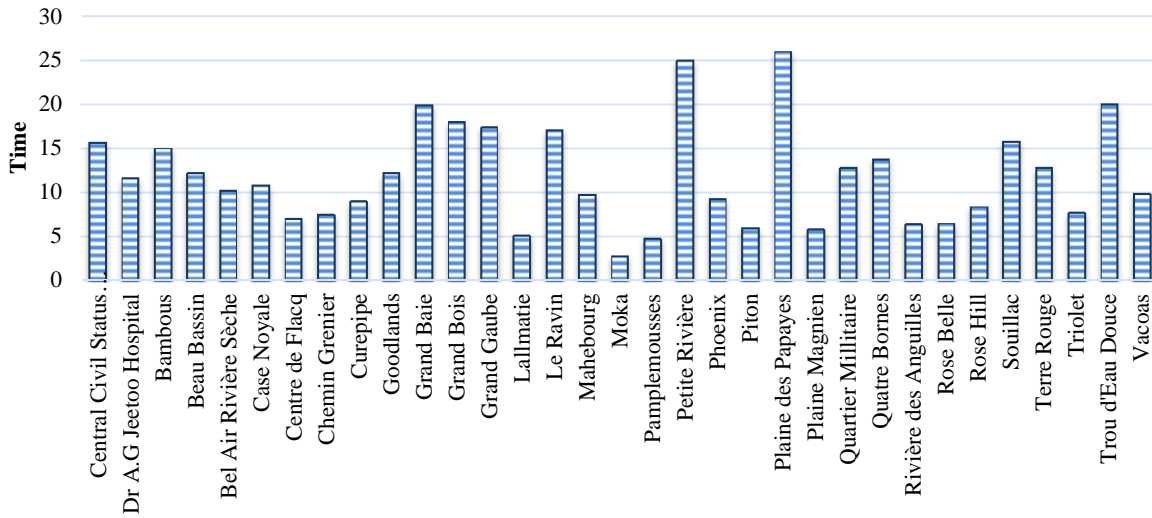
##### **..and the average time spent by a customer in a Civil Status Office was 12 minutes.**

On average, a customer spent around 12 minutes in a Civil Status Office. Figure 7 below shows that the highest average time spent at the Civil Status Office was 26 minutes at Plaine des Papayes Civil Status Office while the least average time spent was 3 minutes at Moka Civil Status Office.

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<sup>1</sup>is a term used to describe the duration of a customer's visit at a particular Civil Status Office that is it includes the waiting time and time spent at the counter.

**Figure 7: Average time spent at the Civil Status Offices per customer**



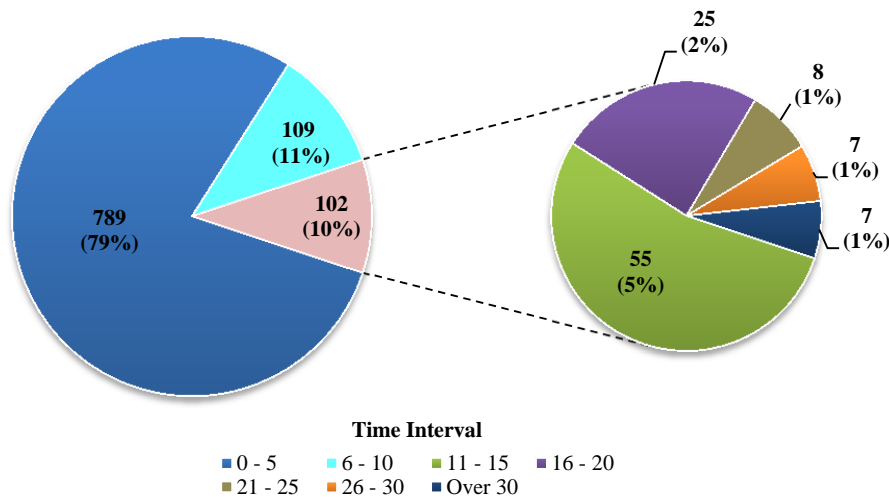
**1.5 THE SERVICE DURATION<sup>2</sup>**

*Timeliness of Service (Table A5& A6)*

**4 out of 5 customers have their services completed within 5 minutes**

Out of 1,000 customers interviewed 789 customers had their service completed within 1 to 5 minutes, followed by 109 customers between 6 to 10 minutes and the remaining 102 customers were retained for more than 10 minutes.

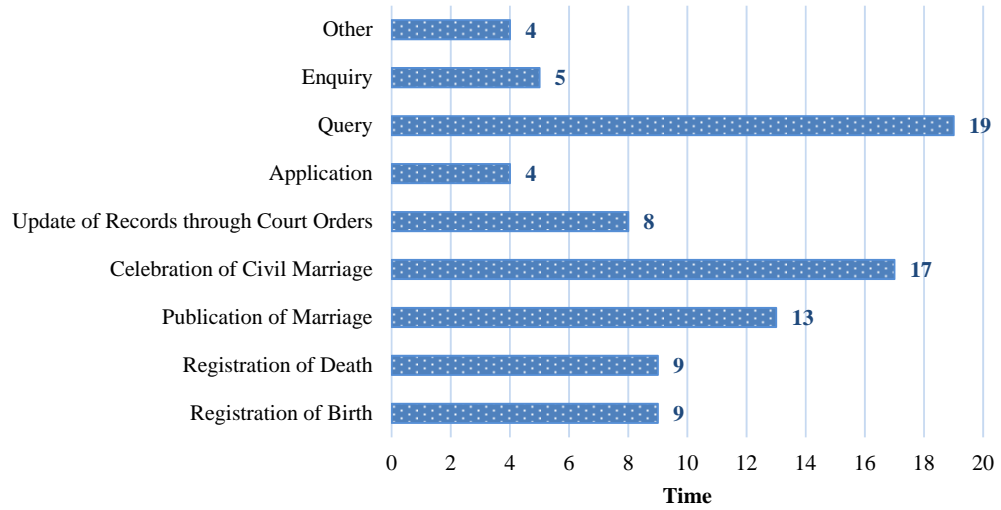
**Figure 8: Distribution of customers by timeliness of service**



<sup>2</sup> is defined as the time spent by a customer at the counter for his/her requested service

It was observed that the overall highest average time spent per customer by purpose of visit relates to query with duration of 19 minutes while the overall lowest average time of 4 minutes was registered for an application.

**Figure 9: Average time spent per customers by purpose of visit**



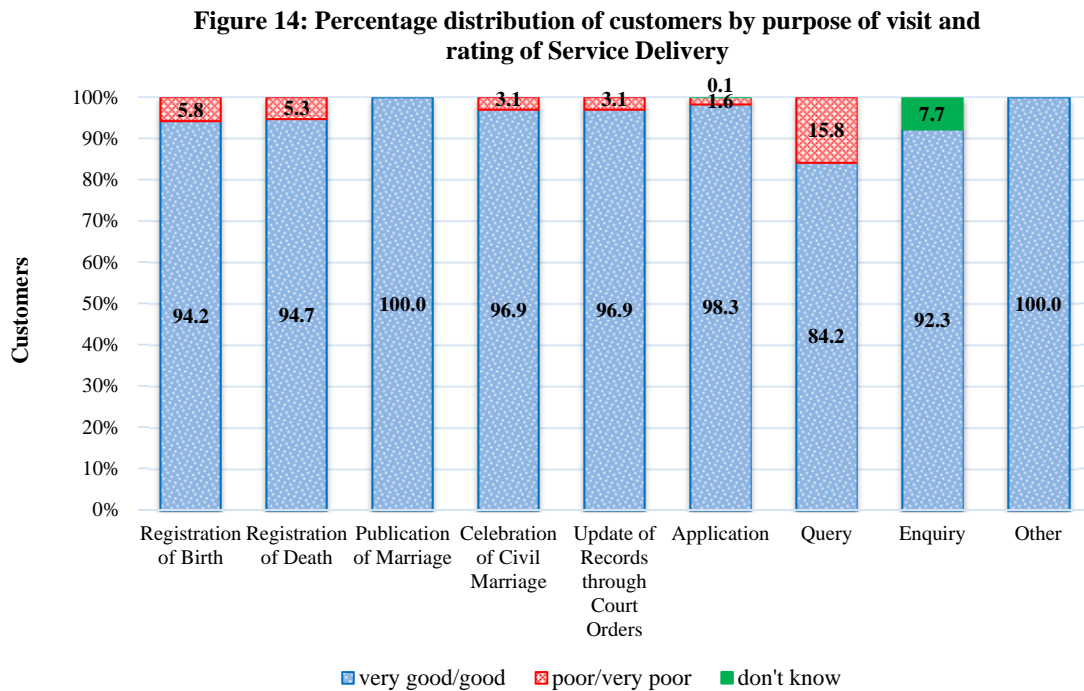
## Section 2 – Rating

### 2.1 RATING SERVICES DELIVERY BY PURPOSE OF VISIT (Table A8)

The respondents were asked to rate their level of satisfaction of all services in the scale of ‘1’ to ‘4’ with ‘1, being very good, ‘2’ good, ‘3’ poor, ‘4’ very poor. It is noted that a high level of appreciation was recorded for all type of services offered by the Civil Status Office.

**There is a high level of customers’ satisfaction on the quality of services offered by Civil Status Offices.**

As regards to the overall level of satisfaction on Service Delivery by purpose of visit, it was observed that the highest level of satisfaction (very good or good) were from customers’ who sought for ‘publication of marriage’ and ‘other services’ while the lowest level of satisfaction (poor or very poor) came from customers who came for ‘query services’.



## 2.2 CUSTOMERS' PERCEPTION ON THE FIVE SERVICE COMPONENTS *(Table A9)*

The respondents were also asked to rate their satisfaction on the five service components on the scale '1' to '4', '1' being 'very good' and '4' being 'very poor'.

### **Customers' perceptions are more likely to prone towards 'good' or 'very good' on Accessibility...**

About 74.4% of the customers qualified Accessibility, as 'very good' or 'good', while only 23.7% rated the services as 'poor' or 'very poor'.

High level of appreciation of Accessibility i.e 'very good' or 'good' was noted for the following attributes: Opening hours of office (92.0%), office conveniently located (89.1%), Closing hours of office (83.0%).

### **...on Reception and Waiting Area...**

On the whole, customers appreciated the Reception and Waiting Area at the Civil Status Office. Some 72.3% of them have valued it as 'good' and another 14.8% as 'very good'.

Those who rated the offices as 'poor' or 'very poor' complained mainly about the lack of ventilation (15.7%) and unavailability of signs to indicate the location of the different counters (15.2%).

### **...on Interaction with Service Provider...**

A high level of satisfaction (very good or good) for Interaction with Service Provider was expressed by 96.5% of the customers interviewed while 2.6% rated as 'poor' or 'very poor'.

All the attributes of Interaction with Service Provider were above 94.0% (very good or good).

On the other hand, a low rating (poor or very poor) was attributed to Interaction with Service Provider by customers interviewed mostly on privacy and confidentiality of discussion between the customer and the officer (4.8%), waiting time before being attended to (3.8%) and courtesy of officer (3.0%).

### **...on quality of Service...**

When requested to evaluate the quality of Service as a whole, 97.5% of customers qualified it as 'good' or 'very good', whilst 1.4% found it to be 'poor' and 0.7% 'very poor'.

### ...on Handling of Complaints

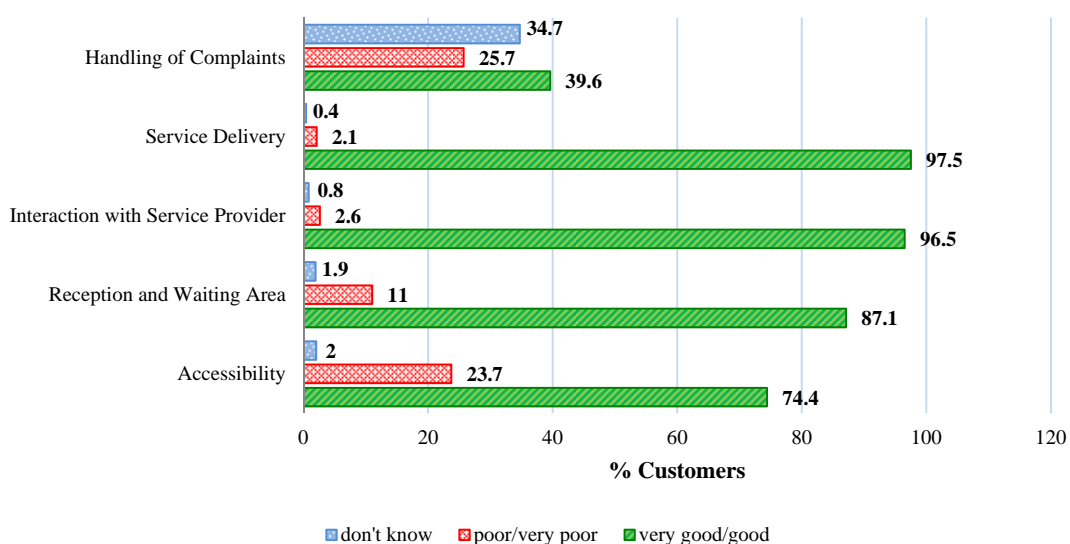
As regards Handling of Complaints, only 39.6% of the customers interviewed rated it as being 'very good' or 'good' while 25.7% as 'poor' or 'very poor'.

### The overall performance scores for the five service components is prominent in favour of high level of satisfaction

The figure below presents the performance scores for the five service components identified. These are summated ratings of the individual attributes that constitute each service component.

Overall, the service components, service delivery (97.5%) obtained the highest satisfaction rating while Handling of Complaints (25.7%) acquired the greatest dissatisfaction.

**Figure 10: Overall Performance Scores**



## 2.3 CUSTOMERS' PERCEPTION ON THE FIVE SERVICE COMPONENTS BY CIVIL STATUS OFFICES (Table A10)

The customers that were interviewed were asked to rate their satisfaction on the five service components on the scale '1' to '4', '1' being 'very good' and '4' being 'very poor'.

**Majority of the customers interviewed gave a high ('very good' and 'good') rating to the Civil Status Offices, in terms of five service components...**

**...more than 75% rated Accessibility as high...**

High level of appreciation of Accessibility that is 'very good' or 'good' was noted by the respondents from the following offices Trou D'Eau Douce (100.0%), Grand Bois (100.0%), Quartier Militaire (92.7%), Plaine des Papayes (90.0%).

The customers who least appreciated (poor or very poor) Accessibility were from Petite Riviere (46.7%), Dr A.G Jeetoo Hospital (42.9%) and Riviere des Anguilles (42.2%) Civil Status Offices.

**...over 87% rated Reception and Waiting Area as 'very good' or 'good'...**

The Reception and Waiting Area were praised largely (very good or good) by customers mostly from Trou D'Eau Douce (100.0%), Riviere des Anguilles (100.0%), Plaine des Papayes (100.0%), Grand Bois (100.0%), Chemin Grenier (100.0%), Case Noyale (100.0%) and Plaine Magnien (98.5%) offices.

On the other hand, the highest proportion reporting the state of the Reception and Waiting Area was regarded as 'poor' or 'very poor' was among customers from Grand Gaube (41.7%), Beau Bassin (29.3%) and Dr A.G Jeetoo Hospital (22.9%).

**...almost all customers highly appreciated Interaction with Service Provider...**

In offices like Trou D'Eau Douce, Terre Rouge, Riviere des Anguilles, Quartier Militaire, Plaine Magnien, Pamplemousses, Mahebourg, Grand Bois, Grand Baie, Chemin Grenier, Case Noyale, Bel Air Rivier Seche and Dr A.G Jeetoo Hospital recorded 100.0% rating of 'very good' or 'good'.

In contrast, Interaction with Service Provider was regarded as 'poor' or 'very poor' mainly by 11.1% of customers from Petite Riviere office, 8.3% of customers from Plaine des Papayes office, 5.6% of customers from Lallmatie office and 5.1% customers from Central Civil Status Office.

**...nearly all customers valued greatly the Service Delivery...**

With regard to the Service Delivery, the highest levels of satisfaction (very good or good) were recorded by customers in all Civil Status offices with more than 92.0%. It was noted that 26 out of 33 Civil Status Offices received 100.0% satisfaction (very good or good).

**...big variability observed in evaluation of Handling of Complaints**

Some 40.0% of the customers rated Handling of Complaints as ‘very good’ or ‘good’. It was observed that high level of satisfaction (very good or good) was expressed mainly by customers from Mahebourg (100.0%), Plaine des Papayes (100.0%), Lallmatie (88.9%), Triolet (73.1%) and Quartier Militaire (72.7%) Offices. On the other hand, those greatly unsatisfied were from Plaine Magnien Office with 100.0%, Riviere des Anguilles office with 100.0%, Grand Baie office with 82.4% and Beau Bassin office with 75.0%.

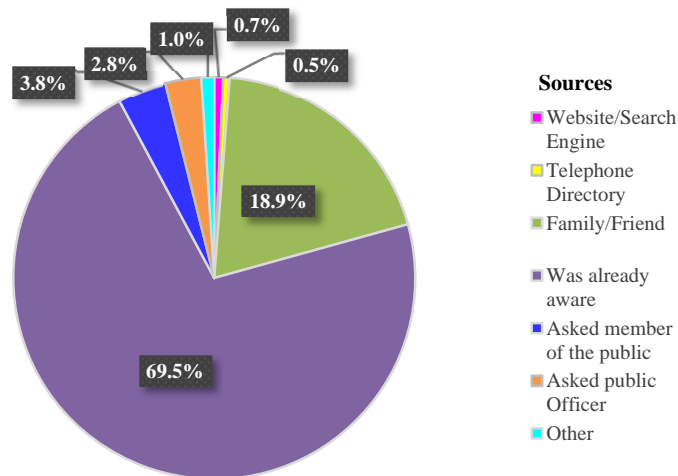
**2.4 CUSTOMERS AWARENESS OF THE SERVICES AND LOCATION OF THE CIVIL STATUS OFFICES**

*Information (Table A11)*

**In general, customers interviewed were well aware of the services offered by and location of the Civil Status Offices**

The majority of respondents (69.5%) were already aware about the services and location of the Civil Status Offices while 18.9% were known by family/friend and the remaining 11.6% by telephone directory, asking member of public/public officer and others such as from the post office, notary.

**Figure 16: Customers awareness of the services and location of the Civil Status Office**





## **2.5 SUGGESTIONS TO IMPROVE THE SERVICE AT THE CIVIL STATUS OFFICE**

The respondents were asked to make suggestions on how to increase customers' satisfaction on the services offered by the Civil Status Office. There were 671 respondents who made some suggestions. The main area of concerns were the improvement of the office location, infrastructure, and staffing. Below is a list of the major comments and suggestions with the number of respondents making the comment/suggestions in brackets.

### **2.5.1 Location**

Many recommendations were made for the improvement of the office location, mainly the need to improve sign boards and accessibility to the office. Complaints were also received concerning the visibility of the office sign post. The recommendations are aggregated as follows:

- (i) Need better sign boards to indicate office location (168)
- (ii) Provide easy access for wheelchair/disabled person/senior citizen in the office (162)
- (iii) Need better office location (51)
- (iv) Office situated on ground floor for easy access (34)
- (v) Provide parking facilities (33)

### **2.5.2 Office Infrastructure**

Many respondents felt that improvement in office infrastructure was a must. Hereunder are some specific comments.

- (i) Need more spacious office/waiting area (76)
- (ii) Better ventilation/air conditioning (75)
- (iii) Improve sitting arrangement (70)
- (iv) Need better office infrastructure (60)
- (v) Office should be cleaner (22)
- (vi) Provide partitioning for confidentiality purpose (17)
- (vii) Provide water dispenser/coffee machine (14)
- (viii) Provide toilet facilities for public (8)

### **2.5.3 Staffing**

The main suggestions for improvement of staffing were:

- (i) Increase number of officers during peak hours (50)
- (ii) Cater for an attendant to clean/control waiting area and guide people (46)
- (iii) Create a customer oriented culture (44)
- (iv) Introduce flexitime during lunch (8)

#### 2.5.4 Upgrading of Services

Some customers have made observations on the need to enhance the level of services. The following suggestions were given:

- (i) Introduce ticketing service (41)
- (ii) Provide facilities to obtain stamps (36)
- (iii) Need better signs to indicate different counters within the office (22)
- (iv) Create a counter to handle complaints (16)
- (v) Offer online services (13)
- (vi) Cater for suggestion box in the office (11)
- (vii) Upgrade computer system for rapid service (10)
- (viii) Provide easier/rapid procedure of services offered by Civil Status Division (10)
- (ix) Create a specific counter/information desk to attend calls and assist on enquiries (10)
- (x) Provide additional counters for rapid service (10)

#### 2.5.5 Hours of Work

- (i) Extend closing hours (52)
- (ii) Extend opening hours (30)
- (iii) Offer weekend customer service (15)

#### 2.5.6 Other Improvement

- (i) Need to display information within/outside the office about procedures/documents required for services offered and working hours (17)
- (ii) CSD's website should contain information about the location of CSOs, documents required and its procedures (8)
- (iii) Need to decentralise services that are available only at the Central Civil Status Office (6)

**Contact Persons:**

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## **Section 3: Methodology**

### **3.1 Data Collection**

#### **Survey period**

The survey was conducted for two weeks in the month of July for the year 2016. During the two weeks, interviews were carried out at the Civil Status Offices between 0845 and 1600 hours. This ensures representativeness of the customers who benefited from the services at the Civil Status Offices throughout the day.

#### **Unit of enquiry**

The unit of enquiry is the customer. The latter is defined as a person who has just been provided with the service he/she had requested from the Civil Status Office.

#### **Questionnaire design**

The views of the stakeholders, namely the Ministry of Civil Service and Administrative Reforms and Civil Status Division, were sought regarding the content of the questionnaire. The questionnaire comprises 43 questions (*see Annex*), including 2 opinion questions on reasons for not being satisfied with the service delivery and suggestions for improvement.

#### **Data collection method**

Data were collected on tablet PCs and face to face interviewing technique was used.

#### **Fieldstaff**

The fieldstaff consisted of 1 Chief Supervisor, 2 Supervisors and 15 Interviewers.

#### **Consistency and validation checks**

The data capture application on the tablet PCs flagged errors at data collection and were corrected on the spot. In addition, supervisors monitored the interviews being carried out and advised the interviewers on remedial action to be taken, if warranted.

### **3.2 Sampling**

#### **Sample method**

Based on the information available at the Civil Status Division, the expected number of customers by the type of services distributed among the 33 Civil Status Offices for the two weeks of July 2016 was assumed to be the same as in July 2015. Therefore, the sample was allocated proportionately to the 33 Civil Status Offices and by type of services.

Moreover, the selection of customers to be interviewed in each of the offices has been done by quota sampling. To ensure representativeness of the sample over factors which may influence the responses, the following quota controls were considered:

Time of interview

Morning: 0900 – 1100 hrs

Mid-day: 1100 – 1400 hrs

Afternoon: 1400 – 1600 hrs

It is noteworthy that only adults age 18 years and above were being interviewed for the purpose of this survey.

### **Sample size**

A sample size of 1,000 was considered appropriate after considering the resources to be put in place for the survey and the timeliness at which results will be disseminated.

### **Pilot Survey**

A pilot survey was carried out on the 12<sup>th</sup> July 2016 at the Central Civil Status Office, Port Louis.

### **Data reliability**

The results published in this report are based on a sample, rather than the census of all customers who benefited the services of the Civil Status Offices. As with all sample surveys, the results are subject to sampling variability and therefore may differ from figures that would be obtained if all customers had been included in the survey.

## **3.3 Data Processing**

The whole data processing exercise was done in-house using the CSPro software and Microsoft Spreadsheet.

## **3.4 Problems/Limitations**

As with all sample surveys, the Customer Satisfaction Survey is subject to weaknesses including:

- In few Civil Status Offices, the expected quota could not be respected as the number of customers anticipated to visit the Civil Status Offices for certain services was not attained. In this context, the next customer requesting for any service at the Civil Status Offices was considered for the interview.
- ‘Acknowledgement service’ available at all Civil Status Offices was not covered as a result of the minimal number of customers received in a year.

### 3.5 Definition of terms

**Customer** A customer is a person who has just been provided with the service he/she had requested from Civil Status Office.

**Disability** Any limitation to perform a daily life activity in a manner considered normal for persons of their age

#### Type of services offered by the Civil Status Division

**Application** Issue copies of birth, death and marriage certificates

**Birth** Registration of new born baby

**Death** Registration of a deceased person

**Marriage** Celebration of Civil marriage in which a certificate is issued

**Publication** Lawful process that should be made 10 days prior to a proposed date of marriage at the Civil Status Office where the marriage is to take place.

**Update of Records through Court Orders** Enclose the following services:  
*Update of Marriage Records through Court Orders* refer to bring up to-date the marriage records due to divorce, rectification, change of name.

*Update of Birth Records through Court Orders* consist of rectification, change of name, adoption, tardy declaration of birth registration.

*Update of Death Records through Court Orders* include tardy declaration of death registration, declaration of missing person as dead, rectification.

**Query** Inquire about error found in document and advise for further procedures.

**Enquiry** Furnish information on the services provided by Civil Status Office.

**Acknowledgement** A child initially declared by one parent either the mother or the father is recognized later on by the other parent

## **Section 4**

### **Tables**



**Table A2: Distribution of customers by type of disability, special assistance and Civil Status Offices, July 2016**

Civil Status Office	Type of Disability											Have no Disability	Special Assistance	
	Motion	Eye	Ear	Learn	Personal Care	Communication	Manual	Behavior	Other	More than 1 type of disability	TOTAL		Yes	No
<b>Island of Mauritius</b>														
<b>All Offices</b>	<b>29</b>	<b>29</b>	<b>7</b>	<b>11</b>	<b>-</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>74</b>	<b>171</b>	<b>829</b>	<b>38</b>	<b>962</b>
Central Civil Status Office	14	13	2	9	-	3	2	-	4	23	70	299	20	349
Dr Jeetoo Hospital	-	-	-	-	-	-	-	-	-	-	-	7	-	7
Bambous	-	-	-	-	-	-	-	-	-	-	-	18	-	18
Beau Bassin	-	-	-	1	-	-	-	-	-	1	2	26	-	28
Bel Air Rivière Sèche	-	-	1	-	-	-	-	1	-	-	2	14	1	15
Case Noyale	-	-	-	-	-	-	-	-	-	-	-	4	-	4
Centre de Flacq	1	-	-	-	-	-	-	-	-	2	3	38	-	41
Chemin Grenier	1	-	-	-	-	-	-	-	-	2	3	9	-	12
Curepipe	2	-	-	-	-	1	-	-	-	6	9	46	-	55
Goodlands	-	2	-	-	-	-	-	-	-	2	4	18	5	17
Grand Baie	-	-	-	-	-	-	-	-	1	2	3	14	1	16
Grand Bois	-	-	-	-	-	-	-	-	-	1	1	-	-	1
Grand Gaube	-	-	-	-	-	-	-	-	-	2	2	10	-	12
Lallmatie	-	-	1	-	-	-	-	-	-	-	1	17	-	18
Le Ravin	-	-	-	-	-	-	1	-	-	3	4	20	-	24
Mahebourg	1	-	-	-	-	-	-	-	-	-	1	30	-	31
Moka	-	-	-	-	-	-	-	-	-	1	1	23	-	24
Pamplemousses	-	1	1	-	-	-	-	-	-	3	5	15	-	20
Petite Rivière	-	-	-	-	-	-	-	-	-	-	-	3	-	3
Phoenix	1	-	-	-	-	-	-	-	-	-	1	13	1	13
Piton	-	-	-	-	-	-	-	-	-	2	2	4	-	6
Plaine des Papayes	-	-	-	-	-	-	-	-	-	-	-	2	-	2
Plaine Magnien	-	-	-	-	-	-	-	-	1	1	2	11	1	12
Quartier Militaire	-	-	-	-	-	-	-	-	-	-	-	11	-	11
Quatre Bornes	1	1	-	-	-	1	-	-	-	7	10	27	-	37
Rivière des Anguilles	1	-	-	-	-	-	-	-	-	-	1	8	1	8
Rose Belle	-	8	-	-	-	-	-	2	2	6	18	12	-	30
Rose Hill	4	2	2	1	-	1	-	-	-	4	14	45	-	59
Souillac	-	-	-	-	-	-	-	-	-	3	3	10	1	12
Terre Rouge	2	1	-	-	-	-	-	-	-	-	3	19	7	15
Triolet	1	-	-	-	-	-	-	-	-	2	3	23	-	26
Trou d'Eau Douce	-	-	-	-	-	-	-	-	-	-	-	3	-	3
Vacoas	-	1	-	-	-	-	-	1	-	1	3	30	-	33



**Table A3: Distribution of customers by time spent at the Civil Status Offices, July 2016**

Status Civil Offices	Civil Status Offices																											All offices							
	Central Civil Status Office	Dr A. G Jeetoo Hospital	Bambous	Beau Bassin	Bel Air Rivière Sèche	Case Noyale	Centre de Flacq	Chemin Grenier	Curepipe	Goodlands	Grand Baie	Grand Bois	Grand Gaube	Lallmatie	Le Ravin	Mahebourg	Moka	Pamplemousses	Petite Rivière	Phoenix	Piton	Plaine des Papayes	Plaine Magnien	Quartier Militaire	Quatre Bornes	Rivière des Anguilles	Rose Belle		Rose Hill	Souillac	Terre Rouge	Triolet	Trou d'Eau Douce	Vacoas	
<b>Island of Mauritius Total</b>	<b>369</b>	<b>7</b>	<b>18</b>	<b>28</b>	<b>16</b>	<b>4</b>	<b>41</b>	<b>12</b>	<b>55</b>	<b>22</b>	<b>17</b>	<b>1</b>	<b>12</b>	<b>18</b>	<b>24</b>	<b>31</b>	<b>24</b>	<b>20</b>	<b>3</b>	<b>14</b>	<b>6</b>	<b>2</b>	<b>13</b>	<b>11</b>	<b>37</b>	<b>9</b>	<b>30</b>	<b>59</b>	<b>13</b>	<b>22</b>	<b>26</b>	<b>3</b>	<b>33</b>	<b>1,000</b>	
0 - 5	119	2	6	9	8	1	27	6	39	5	8	-	4	16	9	15	23	15	-	5	4	-	9	7	13	6	18	35	2	10	17	-	12	450	
6 - 10	99	1	2	10	3	1	6	4	7	7	2	-	3	1	5	6	1	5	-	6	2	-	2	-	4	1	11	13	4	4	5	1	10	226	
11 - 15	55	2	3	2	2	1	3	-	3	5	3	-	-	1	3	3	-	-	1	2	-	-	1	1	7	1	-	6	3	3	1	1	2	115	
16 - 20	32	1	3	5	1	1	3	2	1	3	2	1	1	-	2	2	-	-	1	-	-	1	1	1	6	1	-	-	1	2	3	-	7	84	
21 - 25	17	1	1	-	1	-	1	-	1	1	-	-	2	-	-	3	-	-	-	-	-	-	-	-	-	4	-	1	1	1	-	-	-	1	38
26 - 30	8	-	-	-	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	3	-	1	-	-	1	18	
31 - 35	7	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	14	
36 - 40	7	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	1	-	14	
41 - 45	3	-	1	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	7	
46 - 50	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
51 - 55	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	5	
56 - 60	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	7	
Over 60	12	-	-	-	-	-	-	-	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	17	

**Table A4: Average time spent at the Civil Status Offices per customer, July 2016**

Time (minutes)	Central Civil Status Office	Dr A. G Jeetoo Hospital	Bambous	Beau Bassin	Bel Air Rivière Sèche	Case Noyale	Centre de Flacq	Chemin Grenier	Curepipe	Goodlands	Grand Baie	Grand Bois	Grand Gaube	Lallmatie	Le Ravin	Mahebourg	Moka	Pamplemousses	Petite Rivière	Phoenix	Piton	Plaine des Papayes	Plaine Magnien	Quartier Militaire	Quatre Bornes	Rivière des Anguilles	Rose Belle	Rose Hill	Souillac	Terre Rouge	Triolet	Trou d'Eau Douce	Vacoas	All offices
Average time spent at the CSOs per customer	16	12	15	12	10	11	7	8	9	12	20	18	17	5	17	10	3	5	25	9	6	26	6	13	14	6	7	8	16	13	8	20	10	12

**Table A5: Distribution of customers by purpose of visit and timeliness of service, July 2016**

<b>Purpose of Visit</b> <b>Time (minutes)</b>	<b>Registration of Birth</b>	<b>Registration of Death</b>	<b>Publication of Marriage</b>	<b>Celebration of Civil Marriage</b>	<b>Update of Records through Court Orders</b>	<b>Application</b>	<b>Query</b>	<b>Enquiry</b>	<b>Other specify</b>	<b>All purposes</b>
<b>Island of Mauritius</b>										
<b>Total</b>	<b>52</b>	<b>19</b>	<b>39</b>	<b>32</b>	<b>32</b>	<b>764</b>	<b>19</b>	<b>39</b>	<b>4</b>	<b>1,000</b>
0 - 5	22	10	7	3	20	684	6	33	4	<b>789</b>
6 - 10	20	5	13	4	8	50	6	3	-	<b>109</b>
11 - 15	7	2	14	11	1	16	2	2	-	<b>55</b>
16 - 20	3	1	2	10	1	7	1	-	-	<b>25</b>
21 - 25	-	1	2	1	2	1	1	-	-	<b>8</b>
26 - 30	-	-	-	2	-	4	1	-	-	<b>7</b>
Over 30	-	-	1	1	-	2	2	1	-	<b>7</b>

**Table A6: Average time spent per customers by purpose of visit, July 2016**

<b>Time (minutes)</b>	<b>Registration of Birth</b>	<b>Registration of Death</b>	<b>Publication of Marriage</b>	<b>Celebration of Civil Marriage</b>	<b>Update of Records through Court Orders</b>	<b>Application</b>	<b>Query</b>	<b>Enquiry</b>	<b>Other specify</b>	<b>All purposes</b>
Average time spent per customers	9	9	13	17	8	4	19	5	4	<b>6</b>

**Table A7: Distribution number of customers by purpose of visit, July 2016**

<b>Purpose of visit</b>	<b>Number</b>	<b>Percentage (%)</b>
<b>Island of Mauritius</b>		
<b>All purpose</b>	<b>1,000</b>	<b>100.0</b>
Registration of Birth	52	5.2
Registration of Death	19	1.9
Publication of Marriage	39	3.9
Celebration of Civil Marriage	32	3.2
Update of Records through Court Orders	32	3.2
Application	764	76.4
Query	19	1.9
Enquiry	39	3.9
Other	4	0.4

**Table A8: Percentage distribution of customers by purpose of visit and rating of Service Delivery, July 2016**

<b>Purpose of Visit</b>	<b>Total</b>	<b>Rating of Service Delivery (%)</b>		
		<b>Very Good/ Good</b>	<b>Poor/ Very Poor</b>	<b>Don't know</b>
<b>Island of Mauritius</b>				
<b>All purposes</b>	<b>1,000</b>	<b>97.5</b>	<b>2.1</b>	<b>0.4</b>
Registration of Birth	52	94.2	5.8	-
Registration of Death	19	94.7	5.3	-
Publication of Marriage	39	100.0	-	-
Celebration of Civil Marriage	32	96.9	3.1	-
Update of Records through Court Orders	32	96.9	3.1	-
Application	764	98.3	1.6	0.1
Query	19	84.2	15.8	-
Enquiry	39	92.3	-	7.7
Other	4	100.0	-	-

**Table A9: Percentage<sup>3</sup> distribution of customers' perception by rating on the five service components, July 2016**

Service Components	Rating of Level of Satisfaction (%)				
	Very Good	Good	Poor	Very Poor	Don't Know
<b>Island of Mauritius</b>					
<b>Accessibility</b>	<b>6.7</b>	<b>67.7</b>	<b>19.0</b>	<b>4.7</b>	<b>2.0</b>
Adequate signs displayed to indicate the office location	6.9	52.8	29.0	7.5	3.8
Office conveniently located	11.2	77.9	9.5	1.4	-
Opening hours of Office	7.4	84.6	7.0	0.5	0.5
Closing hours of Office	5.4	77.6	15.4	1.0	0.6
Provisions made to ease access of disabled persons into the building	2.5	45.4	34.0	13.0	5.1
<b>Reception and Waiting Area</b>	<b>14.8</b>	<b>72.3</b>	<b>9.3</b>	<b>1.7</b>	<b>1.9</b>
Attitude of Staff in welcoming and directing you to the right counter	34.8	57.4	3.5	1.5	2.8
Availability of signs to indicate the location of the different counters	8.2	71.2	12.9	2.3	5.4
Cleanliness of the waiting room	13.2	77.8	8.0	0.8	0.2
Facilities available in the waiting room: (a) Seating Arrangement	12.0	77.7	9.0	1.2	0.1
(b) Ventilation	5.9	77.4	13.2	2.5	1.0
<b>Interaction with Service Provider</b>	<b>33.3</b>	<b>63.2</b>	<b>2.1</b>	<b>0.5</b>	<b>0.8</b>
Waiting time before being attended to	39.0	57.2	2.7	1.1	-
Clarity of information provided by Officer	33.1	64.6	1.3	0.3	0.7
Knowledge of Officer about services provided by the Department	29.7	66.9	1.2	0.3	1.9
Competency of Officer in dealing with your problem	34.1	63.4	1.1	0.1	1.3
Courtesy of Officer	39.7	57.2	2.1	0.9	0.1
Privacy and confidentiality of discussion between you and the Officer	24.4	70.1	4.3	0.5	0.7
<b>Service Delivery</b>					
Quality of service/product received	<b>33.4</b>	<b>64.1</b>	<b>1.4</b>	<b>0.7</b>	<b>0.4</b>
<b>Handling of Complaints</b>					
Ease of lodging complaints about customer service	<b>2.2</b>	<b>37.4</b>	<b>16.6</b>	<b>9.1</b>	<b>34.7</b>

<sup>3</sup>Figures in the table may not add up to totals due to rounding.

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Central Civil Status Office			Dr A.G Jeetoo Hospital			Bambous			Beau Bassin			Bel Air Rivière Sèche		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>73.4</b>	<b>25.0</b>	<b>1.6</b>	<b>57.1</b>	<b>42.9</b>	-	<b>70.0</b>	<b>23.3</b>	<b>6.7</b>	<b>75.0</b>	<b>25.0</b>	-	<b>83.8</b>	<b>13.8</b>	<b>2.5</b>
Adequate signs displayed to indicate the office location	58.3	39.3	2.4	42.9	57.1	-	50.0	33.3	16.7	39.3	60.7	-	81.3	18.8	-
Office conveniently located	91.9	8.1	-	42.9	57.1	-	94.4	5.6	-	89.3	10.7	-	81.3	18.8	-
Opening hours of Office	89.2	10.3	0.5	100.0	-	-	100.0	-	-	85.7	14.3	-	100.0	-	-
Closing hours of Office	71.5	28.2	0.3	100.0	-	-	94.4	-	5.6	92.9	7.1	-	100.0	-	-
Provisions made to ease access of disabled persons into the building	56.1	39.0	4.9	-	100.0	-	11.1	77.8	11.1	67.9	32.1	-	56.3	31.3	12.5
<b>Reception and Waiting Area</b>	<b>86.3</b>	<b>13.4</b>	<b>0.3</b>	<b>77.1</b>	<b>22.9</b>	-	<b>91.1</b>	<b>6.7</b>	<b>2.2</b>	<b>47.1</b>	<b>29.3</b>	<b>23.6</b>	<b>95.0</b>	<b>3.8</b>	<b>1.3</b>
Attitude of Staff in welcoming and directing you to the right counter	88.9	11.1	-	100.0	-	-	100.0	-	-	50.0	-	50.0	100.0	-	-
Availability of signs to indicate the location of the different counters	75.1	23.6	1.4	28.6	71.4	-	77.8	11.1	11.1	32.1	-	67.9	93.8	-	6.3
Cleanliness of the waiting room	93.8	6.2	-	71.4	28.6	-	100.0	-	-	60.7	39.3	-	100.0	-	-
Facilities available in the waiting room: (a) Seating Arrangement	89.4	10.6	-	100.0	-	-	83.3	16.7	-	57.1	42.9	-	100.0	-	-
(b) Ventilation	84.3	15.4	0.3	85.7	14.3	-	94.4	5.6	-	35.7	64.3	-	81.3	18.8	-
<b>Interaction with Service Provider</b>	<b>93.6</b>	<b>5.1</b>	<b>1.4</b>	<b>100.0</b>	-	-	<b>98.1</b>	-	<b>1.9</b>	<b>98.2</b>	<b>1.8</b>	-	<b>100.0</b>	-	-
Waiting time before being attended to	94.6	5.4	-	100.0	-	-	100.0	-	-	96.4	3.6	-	100.0	-	-
Clarity of information provided by Officer	95.1	3.5	1.4	100.0	-	-	100.0	-	-	96.4	3.6	-	100.0	-	-
Knowledge of Officer about services provided by the Department	94.0	2.7	3.3	100.0	-	-	94.4	-	5.6	96.4	3.6	-	100.0	-	-
Competency of Officer in dealing with your problem	94.6	2.7	2.7	100.0	-	-	94.4	-	5.6	100.0	-	-	100.0	-	-
Courtesy of Officer	93.2	6.5	0.3	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Privacy and confidentiality of discussion between you and the Officer	90.0	9.5	0.5	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
<b>Service Delivery</b>															
Quality of service/product received	<b>95.7</b>	<b>4.1</b>	<b>0.3</b>	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>92.9</b>	<b>3.6</b>	<b>3.6</b>	<b>100.0</b>	-	-
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	<b>38.5</b>	<b>32.8</b>	<b>28.7</b>	<b>57.1</b>	<b>42.9</b>	-	<b>11.1</b>	<b>5.6</b>	<b>83.3</b>	<b>21.4</b>	<b>75.0</b>	<b>3.6</b>	<b>18.8</b>	-	<b>81.3</b>

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Case Noyale			Centre de Flacq			Chemin Grenier			Curepipe			Goodlands		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>80.0</b>	<b>5.0</b>	<b>15.0</b>	<b>79.0</b>	<b>19.5</b>	<b>1.5</b>	<b>88.3</b>	<b>11.7</b>	<b>-</b>	<b>65.5</b>	<b>30.5</b>	<b>4.0</b>	<b>68.2</b>	<b>31.8</b>	<b>-</b>
Adequate signs displayed to indicate the office location	50.0	25.0	25.0	78.0	19.5	2.4	58.3	41.7	-	41.8	43.6	14.5	54.5	45.5	-
Office conveniently located	100.0	-	-	90.2	9.8	-	91.7	8.3	-	67.3	32.7	-	90.9	9.1	-
Opening hours of Office	75.0	-	25.0	90.2	9.8	-	100.0	-	-	89.1	10.9	-	100.0	-	-
Closing hours of Office	75.0	-	25.0	90.2	9.8	-	100.0	-	-	81.8	18.2	-	90.9	9.1	-
Provisions made to ease access of disabled persons into the building	100.0	-	-	46.3	48.8	4.9	91.7	8.3	-	47.3	47.3	5.5	4.5	95.5	-
<b>Reception and Waiting Area</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>91.2</b>	<b>6.8</b>	<b>2.0</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>87.3</b>	<b>11.3</b>	<b>1.5</b>	<b>90.9</b>	<b>9.1</b>	<b>-</b>
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	95.1	4.9	-	100.0	-	-	98.2	1.8	-	95.5	4.5	-
Availability of signs to indicate the location of the different counter	100.0	-	-	80.5	14.6	4.9	100.0	-	-	96.4	1.8	1.8	86.4	13.6	-
Cleanliness of the waiting room	100.0	-	-	90.2	9.8	-	100.0	-	-	76.4	21.8	1.8	90.9	9.1	-
Facilities available in the waiting room: (a) Seating Arrangement	100.0	-	-	97.6	-	2.4	100.0	-	-	89.1	10.9	-	100.0	-	-
(b) Ventilation	100.0	-	-	92.7	4.9	2.4	100.0	-	-	76.4	20.0	3.6	81.8	18.2	-
<b>Interaction with Service Provider</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>98.4</b>	<b>0.8</b>	<b>0.8</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>95.8</b>	<b>3.3</b>	<b>0.9</b>	<b>99.2</b>	<b>0.8</b>	<b>-</b>
Waiting time before being attended to	100.0	-	-	95.1	4.9	-	100.0	-	-	98.2	1.8	-	95.5	4.5	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-	94.5	3.6	1.8	100.0	-	-
Knowledge of Officer about services provided by the Department	100.0	-	-	97.6	-	2.4	100.0	-	-	96.4	1.8	1.8	100.0	-	-
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	100.0	-	-	98.2	1.8	-	100.0	-	-
Courtesy of Officer	100.0	-	-	100.0	-	-	100.0	-	-	94.5	5.5	-	100.0	-	-
Privacy and confidentiality of discussion between you and the Officer	100.0	-	-	97.6	-	2.4	100.0	-	-	92.7	5.5	1.8	100.0	-	-
<b>Service Delivery</b>															
Quality of service/product received	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>96.4</b>	<b>3.6</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	<b>25.0</b>	<b>-</b>	<b>75.0</b>	<b>53.7</b>	<b>2.4</b>	<b>43.9</b>	<b>-</b>	<b>-</b>	<b>100.0</b>	<b>36.4</b>	<b>18.2</b>	<b>45.5</b>	<b>50.0</b>	<b>4.5</b>	<b>45.5</b>

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Grand Baie			Grand Bois			Grand Gaube			Lallmatie			Le Ravin		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>81.2</b>	<b>18.8</b>	-	<b>100.0</b>	-	-	<b>65.0</b>	<b>35.0</b>	-	<b>74.4</b>	<b>24.4</b>	<b>1.1</b>	<b>77.5</b>	<b>22.5</b>	-
Adequate signs displayed to indicate the office location	47.1	52.9	-	100.0	-	-	41.7	58.3	-	83.3	11.1	5.6	62.5	37.5	-
Office conveniently located	94.1	5.9	-	100.0	-	-	91.7	8.3	-	94.4	5.6	-	87.5	12.5	-
Opening hours of Office	100.0	-	-	100.0	-	-	91.7	8.3	-	88.9	11.1	-	95.8	4.2	-
Closing hours of Office	88.2	11.8	-	100.0	-	-	100.0	-	-	72.2	27.8	-	91.7	8.3	-
Provisions made to ease access of disabled persons into the building	76.5	23.5	-	100.0	-	-	-	100.0	-	33.3	66.7	-	50.0	50.0	-
<b>Reception and Waiting Area</b>	<b>91.8</b>	<b>8.2</b>	-	<b>100.0</b>	-	-	<b>58.3</b>	<b>41.7</b>	-	<b>81.1</b>	<b>17.8</b>	<b>1.1</b>	<b>90.0</b>	<b>10.0</b>	-
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	100.0	-	-	100.0	-	-	94.4	5.6	-	100.0	-	-
Availability of signs to indicate the location of the different counter	100.0	-	-	100.0	-	-	25.0	75.0	-	72.2	22.2	5.6	66.7	33.3	-
Cleanliness of the waiting room	88.2	11.8	-	100.0	-	-	50.0	50.0	-	88.9	11.1	-	95.8	4.2	-
Facilities available in the waiting room: (a) Seating Arrangement	76.5	23.5	-	100.0	-	-	100.0	-	-	100.0	-	-	91.7	8.3	-
(b) Ventilation	94.1	5.9	-	100.0	-	-	16.7	83.3	-	50.0	50.0	-	95.8	4.2	-
<b>Interaction with Service Provider</b>	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>98.6</b>	<b>1.4</b>	-	<b>94.4</b>	<b>5.6</b>	-	<b>99.3</b>	<b>0.7</b>	-
Waiting time before being attended to	100.0	-	-	100.0	-	-	91.7	8.3	-	83.3	16.7	-	95.8	4.2	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Knowledge of Officer about services provided by the Department	100.0	-	-	100.0	-	-	100.0	-	-	94.4	5.6	-	100.0	-	-
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Courtesy of Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Privacy and confidentiality of discussion between you and the Officer	100.0	-	-	100.0	-	-	100.0	-	-	88.9	11.1	-	100.0	-	-
<b>Service Delivery</b>															
Quality of service/product received	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	<b>5.9</b>	<b>82.4</b>	<b>11.8</b>	-	-	<b>100.0</b>	<b>8.3</b>	<b>16.7</b>	<b>75.0</b>	<b>88.9</b>	<b>11.1</b>	-	<b>58.3</b>	<b>20.8</b>	<b>20.8</b>

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Mahebourg			Moka			Pamplemousses			Petite Rivière			Phoenix		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>76.1</b>	<b>23.9</b>	<b>-</b>	<b>85.8</b>	<b>13.3</b>	<b>0.8</b>	<b>64.0</b>	<b>36.0</b>	<b>-</b>	<b>53.3</b>	<b>46.7</b>	<b>-</b>	<b>55.7</b>	<b>40.0</b>	<b>4.3</b>
Adequate signs displayed to indicate the office location	87.1	12.9	-	79.2	20.8	-	35.0	65.0	-	-	100.0	-	14.3	71.4	14.3
Office conveniently located	93.5	6.5	-	91.7	8.3	-	80.0	20.0	-	66.7	33.3	-	71.4	28.6	-
Opening hours of Office	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	92.9	7.1	-
Closing hours of Office	100.0	-	-	95.8	4.2	-	95.0	5.0	-	100.0	-	-	85.7	14.3	-
Provisions made to ease access of disabled persons into the building	-	100.0	-	62.5	33.3	4.2	10.0	90.0	-	-	100.0	-	14.3	78.6	7.1
<b>Reception and Waiting Area</b>	<b>90.3</b>	<b>9.7</b>	<b>-</b>	<b>95.0</b>	<b>3.3</b>	<b>1.7</b>	<b>88.0</b>	<b>12.0</b>	<b>-</b>	<b>60.0</b>	<b>20.0</b>	<b>20.0</b>	<b>50.0</b>	<b>10.0</b>	<b>40.0</b>
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	-	-	100.0
Availability of signs to indicate the location of the different counters	100.0	-	-	87.5	8.3	4.2	70.0	30.0	-	-	-	100.0	-	-	100.0
Cleanliness of the waiting room	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	78.6	21.4	-
Facilities available in the waiting room: (a) Seating Arrangement	51.6	48.4	-	91.7	8.3	-	95.0	5.0	-	33.3	66.7	-	100.0	-	-
(b) Ventilation	100.0	-	-	95.8	-	4.2	75.0	25.0	-	66.7	33.3	-	71.4	28.6	-
<b>Interaction with Service Provider</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>99.3</b>	<b>-</b>	<b>0.7</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>88.9</b>	<b>11.1</b>	<b>-</b>	<b>98.8</b>	<b>1.2</b>	<b>-</b>
Waiting time before being attended to	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Knowledge of Officer about services provided by the Department	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Courtesy of Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Privacy and confidentiality of discussion between you and the Officer	100.0	-	-	95.8	-	4.2	100.0	-	-	33.3	66.7	-	92.9	7.1	-
<b>Service Delivery</b>															
Quality of service/product received	<b>96.8</b>	<b>3.2</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>92.9</b>	<b>-</b>	<b>7.1</b>
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>20.8</b>	<b>62.5</b>	<b>16.7</b>	<b>45.0</b>	<b>5.0</b>	<b>50.0</b>	<b>33.3</b>	<b>-</b>	<b>66.7</b>	<b>14.3</b>	<b>64.3</b>	<b>21.4</b>



**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Piton			Plaine des Papayes			Plaine Magnien			Quartier Militaire			Quatre Bornes		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>60.0</b>	<b>33.3</b>	<b>6.7</b>	<b>90.0</b>	<b>10.0</b>	-	<b>61.5</b>	<b>38.5</b>	-	<b>92.7</b>	<b>7.3</b>	-	<b>84.3</b>	<b>14.6</b>	<b>1.1</b>
Adequate signs displayed to indicate the office location	66.7	33.3	-	100.0	-	-	15.4	84.6	-	90.9	9.1	-	78.4	16.2	5.4
Office conveniently located	100.0	-	-	50.0	50.0	-	100.0	-	-	90.9	9.1	-	91.9	8.1	-
Opening hours of Office	50.0	50.0	-	100.0	-	-	100.0	-	-	100.0	-	-	91.9	8.1	-
Closing hours of Office	66.7	33.3	-	100.0	-	-	92.3	7.7	-	100.0	-	-	89.2	10.8	-
Provisions made to ease access of disabled persons into the building	16.7	50.0	33.3	100.0	-	-	-	100.0	-	81.8	18.2	-	70.3	29.7	-
<b>Reception and Waiting Area</b>	<b>83.3</b>	<b>16.7</b>	-	<b>100.0</b>	-	-	<b>98.5</b>	<b>1.5</b>	-	<b>92.7</b>	<b>7.3</b>	-	<b>89.7</b>	<b>9.2</b>	<b>1.1</b>
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	94.6	5.4	-
Availability of signs to indicate the location of the different counters	66.7	33.3	-	100.0	-	-	100.0	-	-	90.9	9.1	-	94.6	-	5.4
Cleanliness of the waiting room	83.3	16.7	-	100.0	-	-	100.0	-	-	90.9	9.1	-	89.2	10.8	-
Facilities available in the waiting room: (a) Seating Arrangement	83.3	16.7	-	100.0	-	-	92.3	7.7	-	100.0	-	-	97.3	2.7	-
(b) Ventilation	83.3	16.7	-	100.0	-	-	100.0	-	-	81.8	18.2	-	73.0	27.0	-
<b>Interaction with Service Provider</b>	<b>94.4</b>	<b>2.8</b>	<b>2.8</b>	<b>91.7</b>	<b>8.3</b>	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>96.4</b>	<b>2.7</b>	<b>0.9</b>
Waiting time before being attended to	83.3	16.7	-	50.0	50.0	-	100.0	-	-	100.0	-	-	91.9	8.1	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	97.3	-	2.7
Knowledge of Officer about services provided by the Department	83.3	-	16.7	100.0	-	-	100.0	-	-	100.0	-	-	97.3	-	2.7
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Courtesy of Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	97.3	2.7	-
Privacy and confidentiality of discussion between you and the Office	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	94.6	5.4	-
<b>Service Delivery</b>															
Quality of service/product received	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>100.0</b>	-	-
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	<b>66.7</b>	<b>16.7</b>	<b>16.7</b>	<b>100.0</b>	-	-	-	<b>100.0</b>	<b>0.0</b>	<b>72.7</b>	<b>27.3</b>	-	<b>43.2</b>	<b>18.9</b>	<b>37.8</b>

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Rivière des Anguilles			Rose Belle			Rose Hill			Souillac			Terre Rouge		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>															
<b>Accessibility</b>	<b>57.8</b>	<b>42.2</b>	-	<b>68.0</b>	<b>26.7</b>	<b>5.3</b>	<b>86.4</b>	<b>10.2</b>	<b>3.4</b>	<b>67.7</b>	<b>27.7</b>	<b>4.6</b>	<b>74.5</b>	<b>25.5</b>	-
Adequate signs displayed to indicate the office location	22.2	77.8	-	63.3	33.3	3.3	83.1	13.6	3.4	46.2	30.8	23.1	45.5	54.5	-
Office conveniently located	66.7	33.3	-	70.0	30.0	-	96.6	3.4	-	100.0	-	-	100.0	-	-
Opening hours of Office	100.0	-	-	93.3	3.3	3.3	94.9	5.1	-	84.6	15.4	-	86.4	13.6	-
Closing hours of Office	100.0	-	-	93.3	3.3	3.3	91.5	8.5	-	76.9	23.1	-	86.4	13.6	-
Provisions made to ease access of disabled persons into the building	-	100.0	-	20.0	63.3	16.7	66.1	20.3	13.6	30.8	69.2	-	54.5	45.5	-
<b>Reception and Waiting Area</b>	<b>100.0</b>	-	-	<b>88.7</b>	<b>10.0</b>	<b>1.3</b>	<b>94.9</b>	<b>4.1</b>	<b>1.0</b>	<b>92.3</b>	<b>4.6</b>	<b>3.1</b>	<b>86.4</b>	<b>12.7</b>	<b>0.9</b>
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	100.0	-	-	98.3	1.7	-	100.0	-	-	100.0	-	-
Availability of signs to indicate the location of the different counter	100.0	-	-	96.7	-	3.3	96.6	1.7	1.7	100.0	-	-	63.6	36.4	-
Cleanliness of the waiting room	100.0	-	-	76.7	23.3	-	91.5	6.8	1.7	84.6	15.4	-	100.0	-	-
Facilities available in the waiting room (a) Seating Arrangement	100.0	-	-	76.7	23.3	-	96.6	3.4	-	100.0	-	-	100.0	-	-
(b) Ventilation	100.0	-	-	93.3	3.3	3.3	91.5	6.8	1.7	76.9	7.7	15.4	68.2	27.3	4.5
<b>Interaction with Service Provider</b>	<b>100.0</b>	-	-	<b>98.3</b>	<b>1.1</b>	<b>0.6</b>	<b>98.3</b>	<b>0.6</b>	<b>1.1</b>	<b>97.4</b>	<b>2.6</b>	-	<b>100.0</b>	-	-
Waiting time before being attended to	100.0	-	-	100.0	-	-	98.3	1.7	-	84.6	15.4	-	100.0	-	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0	-	-
Knowledge of Officer about services provided by the Department	100.0	-	-	100.0	-	-	98.3	-	1.7	100.0	-	-	100.0	-	-
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	96.6	-	3.4	100.0	-	-	100.0	-	-
Courtesy of Officer	100.0	-	-	96.7	3.3	-	100.0	-	-	100.0	-	-	100.0	-	-
Privacy and confidentiality of discussion between you and the Officer	100.0	-	-	93.3	3.3	3.3	96.6	1.7	1.7	100.0	-	-	100.0	-	-
<b>Service Delivery</b>															
Quality of service/product received	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>96.6</b>	<b>1.7</b>	<b>1.7</b>	<b>100.0</b>	-	-	<b>100.0</b>	-	-
<b>Handling of Complaints</b>															
Ease of lodging complaints about customer service	-	<b>100.0</b>	-	-	-	<b>100.0</b>	<b>55.9</b>	<b>11.9</b>	<b>32.2</b>	<b>7.7</b>	-	<b>92.3</b>	<b>27.3</b>	<b>13.6</b>	<b>59.1</b>

**Table A10 (Cont'd): Percentage distribution of customers by rating on the five service components by Civil Status Offices, July 2016**

Service Components	Triplet			Trou d'Eau Douce			Vacoas		
	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know	Very Good / Good	Poor / Very Poor	Don't Know
<b>Island of Mauritius</b>									
<b>Accessibility</b>	<b>72.3</b>	<b>20.0</b>	<b>7.7</b>	<b>100.0</b>	-	-	<b>75.8</b>	<b>21.2</b>	<b>3.0</b>
Adequate signs displayed to indicate the office location	73.1	19.2	7.7	100.0	-	-	48.5	42.4	9.1
Office conveniently located	88.5	11.5	-	100.0	-	-	93.9	6.1	-
Opening hours of Office	92.3	3.8	3.8	100.0	-	-	93.9	6.1	-
Closing hours of Office	80.8	11.5	7.7	100.0	-	-	78.8	21.2	-
Provisions made to ease access of disabled persons into the building	26.9	53.8	19.2	100.0	-	-	63.6	30.3	6.1
<b>Reception and Waiting Area</b>	<b>93.8</b>	<b>5.4</b>	<b>0.8</b>	<b>100.0</b>	-	-	<b>93.9</b>	<b>6.1</b>	-
Attitude of Staff in welcoming and directing you to the right counter	100.0	-	-	100.0	-	-	97.0	3.0	-
Availability of signs to indicate the location of the different counters	80.8	15.4	3.8	100.0	-	-	90.9	9.1	-
Cleanliness of the waiting room	100.0	-	-	100.0	-	-	97.0	3.0	-
Facilities available in the waiting room (a) Seating Arrangement	88.5	11.5	-	100.0	-	-	97.0	3.0	-
(b) Ventilation	100.0	-	-	100.0	-	-	87.9	12.1	-
<b>Interaction with Service Provider</b>	<b>99.4</b>	-	<b>0.6</b>	<b>100.0</b>	-	-	<b>97.5</b>	<b>2.5</b>	-
Waiting time before being attended to	100.0	-	-	100.0	-	-	100.0	-	-
Clarity of information provided by Officer	100.0	-	-	100.0	-	-	100.0	-	-
Knowledge of Officer about services provided by the Department	96.2	-	3.8	100.0	-	-	93.9	6.1	-
Competency of Officer in dealing with your problem	100.0	-	-	100.0	-	-	97.0	3.0	-
Courtesy of Officer	100.0	-	-	100.0	-	-	97.0	3.0	-
Privacy and confidentiality of discussion between you and the Officer	100.0	-	-	100.0	-	-	97.0	3.0	-
<b>Service Delivery</b>									
Quality of service/product received	<b>100.0</b>	-	-	<b>100.0</b>	-	-	<b>97.0</b>	<b>3.0</b>	-
<b>Handling of Complaints</b>									
Ease of lodging complaints about customer service	<b>73.1</b>	<b>3.8</b>	<b>23.1</b>	-	-	<b>100.0</b>	<b>48.5</b>	<b>21.2</b>	<b>30.3</b>

**Table A11: Customers awareness of the services and location of the Civil Status Offices , July 2016**

Sources	Website / Search Engine	Telephone Directory	Family / Friend	Was already aware	Asked public member	Asked public Officer	Other	More than 1 source	Total
<b>Island of Mauritius</b>									
<b>All Offices</b>	<b>7</b>	<b>5</b>	<b>189</b>	<b>695</b>	<b>38</b>	<b>28</b>	<b>10</b>	<b>28</b>	<b>1,000</b>
Central Civil Status Office	4	1	62	264	10	17	3	8	369
Dr A. G Jeetoo Hospital	-	-	-	7	-	-	-	-	7
Bambous	-	1	2	10	5	-	-	-	18
Beau Bassin	1	1	8	15	1	1	1	-	28
Bel Air Rivière Sèche	-	-	4	8	4	-	-	-	16
Case Noyale	-	-	-	3	1	-	-	-	4
Centre de Flacq	-	-	10	28	3	-	-	-	41
Chemin Grenier	-	-	1	9	-	-	-	2	12
Curepipe	1	1	9	42	-	-	-	2	55
Goodlands	-	-	4	17	-	-	-	1	22
Grand Baie	-	-	1	15	-	-	-	1	17
Grand Bois	-	-	-	1	-	-	-	-	1
Grand Gaube	-	-	4	8	-	-	-	-	12
Lallmatie	-	-	7	11	-	-	-	-	18
Le Ravin	1	1	-	16	2	2	2	-	24
Mahebourg	-	-	6	23	-	1	-	1	31
Moka	-	-	10	14	-	-	-	-	24
Pamplemousses	-	-	2	15	2	1	-	-	20
Petite Rivière	-	-	2	1	-	-	-	-	3
Phoenix	-	-	4	8	1	-	-	1	14
Piton	-	-	2	3	1	-	-	-	6
Plaine des Papayes	-	-	-	2	-	-	-	-	2
Plaine Magnien	-	-	4	7	-	-	-	2	13
Quartier Militaire	-	-	1	8	1	-	1	-	11
Quatre Bornes	-	-	3	32	1	-	-	1	37
Rivière des Anguilles	-	-	3	4	-	-	-	2	9
Rose Belle	-	-	5	22	1	1	-	1	30
Rose Hill	-	-	14	32	4	5	2	2	59
Souillac	-	-	1	12	-	-	-	-	13
Terre Rouge	-	-	5	14	-	-	-	3	22
Triolet	-	-	6	20	-	-	-	-	26
Trou d'Eau Douce	-	-	1	2	-	-	-	-	3
Vacoas	-	-	8	22	1	-	1	1	33

Serial No



REPUBLIC OF MAURITIUS  
MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

Customer Satisfaction Survey 2016  
Civil Status Division

A. General

A1.1 Office Address: .....

A1.2 Date:   
D D M M Y Y

A1.3 Time of Visit: From: ..... hrs To: ..... hrs   
Minutes

B. Profile of Respondent

B1.1 Citizenship: Mauritian 1 Non-Mauritian 2

B1.2 Age (last birthday):  years

B1.3 Gender: Male 1 Female 2

B1.4 Marital Status

Married/in a Union	1
Widowed	2
Divorced	3
Separated	4
Single	5

B1.5 Activity Status

Employed	1
Unemployed	2
Student	3
Homemaker	4
Retired	5
Disabled/Invalid	6
Other, Specify .....	7

B1.6 Residential Address (Town/Village): .....

For Office use	
Edited and Coded by: .....	<input type="text"/> Input by: .....
Checked by: .....	Verified by: .....

### B1.7 Level of Education

No formal Education	1
Primary Education	2
Secondary Education	3
Post-Secondary Education	4
Other, specify .....	5

### C. Disability

State if the person has any difficulty to perform the daily-life activities listed below considered normal for his/her age.

If 'Yes', state the severity of all applicable difficulties

	Yes			No
	Moderate	Severe	Extreme/ cannot do	
C1.1 Do you have difficulty walking or climbing steps?	1	2	3	4
C1.2 Do you have difficulty seeing, even if wearing glasses?	1	2	3	4
C1.3 Do you have difficulty hearing, even if using a hearing aid?	1	2	3	4
C1.4 Do you have difficulty remembering or concentrating?	1	2	3	4
C1.5 Do you have difficulty (with self-care such as) washing all over or dressing?	1	2	3	4
C1.6 Do you have difficulty communicating (for example, understanding or being understood)?	1	2	3	4
C1.7 Do you have difficulty to perform manual activities such as gripping and holding	1	2	3	4
C1.8 Do you have difficulty getting along with people? (anti-social behaviour)	1	2	3	4
C1.9 Other difficulties, specify .....	1	2	3	4

**C2.0 Did you receive any special assistance during your visit to the Civil Status Office?**

Yes 1                      No 2

### D. Purpose of visit

*Record only the last requested service*

Registration of Birth	1
Registration of Death	2
Publication of Marriage	3
Celebration of Civil Marriage	4
Update of Records through Court Orders	5
Extract of Birth Certificate	6
Extract of Marriage Certificate	7
Extract of Death Certificate	8
Query	9
Enquiry	10
Other, specify .....	11

Very Good	Good	Poor	Very Poor	Don't Know
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<b>E. Accessibility</b>					
E1.1 Adequate signs displayed to indicate the office location	1	2	3	4	5
E1.2 Office conveniently located	1	2	3	4	5
E1.3 Opening hours of Office	1	2	3	4	5
E1.4 Closing hours of Office	1	2	3	4	5
E1.5 Provisions made to ease access of disabled persons into the building	1	2	3	4	5

<b>F. Reception and Waiting Area</b>					
F1.1 Attitude of Staff in welcoming and directing you to the right counter	1	2	3	4	5
F1.2 Availability of signs to indicate the location of the different counters	1	2	3	4	5
F1.3 Cleanliness of the waiting room	1	2	3	4	5
F1.4 Facilities available in the waiting room: (a) Seating Arrangement	1	2	3	4	5
F1.5 (b) Ventilation	1	2	3	4	5

<b>G. Interaction with Service Provider</b>					
G1.1 Waiting time before being attended to	1	2	3	4	5
G1.2 Clarity of information provided by Officer	1	2	3	4	5
G1.3 Knowledge of Officer about services provided by the Department	1	2	3	4	5
G1.4 Competency of Officer in dealing with your problem	1	2	3	4	5
G1.5 Courtesy of Officer	1	2	3	4	5
G1.6 Privacy and confidentiality of discussion between you and the Officer	1	2	3	4	5

<b>H. Service Delivery</b>					
H1.1 Quality of service/product received	1	2	3	4	5
H1.2 If 3 or 4, please give reasons .....					<input type="text"/>

<b>I. Timeliness of Service</b>				
I1.1 Time taken by the Officer to deal with your request .....				
<i>(Please specify clearly the unit (Days/Hours/Minutes))</i>				

<b>J. Handling of Complaints</b>					
J1.1 Ease of lodging complaints about customer service	1	2	3	4	5

**J1.2 Have you lodged any complaint?                      Yes    1                      No    2**

**If Yes fill in J1.3, otherwise go to K**

J1.3 Speed with which complaints are dealt with	1	2	3	4	5
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**K. Suggestions for improvement**

What improvements would you suggest to the Civil Status Division in order to increase customers' satisfaction with the services they provide?

K1.1: .....

K1.2: .....

K1.3: .....

**L. Information**

How did you become aware of the services and location of this office? *More than one answer possible*

L1.1 Website/Search Engine	1
L1.2 Telephone Directory	2
L1.3 Family/Friend	3
L1.4 Was already aware	4
L1.5 Other, specify .....	5

TO BE COMPLETED BY THE INTERVIEWER

Name of Interviewer: .....

Signature: .....

Name of Supervisor: .....