

Based on the 2019 Business Satisfaction Survey on frontline government services

# Top Service Attributes That Matter to Businesses

Take another look at the top 10 service attributes that are most important for businesses in 2019. This can be used as a minimum set of Service Quality Standards for government-wide quality improvement.

For attributes that businesses consider most important in the "new normal," whether face-to-face, phone call, or online transaction, see the results of the upcoming 2021 Business Satisfaction e-Survey (e-BizSat).



Immediately issues official receipt



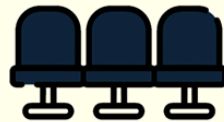
Easy payment method



Frontliners wear uniforms & IDs



Well-lit waiting area



Clean & orderly waiting area



Neat & professional frontliners



No noon break



Frontliners communicate clearly



Simple & easy to fill out forms



Reasonable document requirements