

Based on the 2020 Citizen Satisfaction e-Survey (e-CitSat) on frontline government services

# KEY DRIVERS OF CITIZEN SATISFACTION IN 2020

What service attributes have the biggest impact on citizen satisfaction with frontline government services in 2020 during the COVID-19 pandemic? These attributes that serve as key drivers of citizen satisfaction were captured in the 2020 e-CitSat. Government agencies and offices can consider these key drivers to improve frontline service quality.

## In All Methods of Contact

### Service Outcome

Getting what is needed



### Timeliness

Transaction time



### Security

Secured payment method



### Value

Reasonable fees



### Information

Updated and accurate information



### Cost

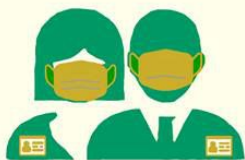
Ease of payment



## Additional Drivers for Face-to-Face Transaction

### Identifiable Frontliner

Wearing of ID and uniform



### Interacting with Frontliner

Number of interaction



### Comfort

Clean and well-lighted waiting area



### Safety

Observance of minimum health protocols



## Additional Driver for Phone Call Transaction



### Interacting with Frontliner

Number of interaction

## Additional Driver for Online Transaction



### Website Navigation

Ease of navigating website

