## Satisfaction survey and evaluation of the quality of automated services at CMA

| How satisfied are you with the automated service provided? |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| $\begin{aligned} & \text { Strong1y } \\ & \text { agree } \end{aligned}$ | Agree | Neutral | Disagree | Strong1y <br> Dis sagree |
|  | $\because$ |  |  | $\begin{aligned} & \% \\ & \% \\ & \% \\ & 0.5 \end{aligned}$ |
| More than $\mathbf{8 2 \%}$ of users who used the automated services have satisfaction or overall satisfaction with the automated services provided to them |  |  |  |  |

According to your expectations, to what level did the automated service you received meet your expectations?

| Much more than expected | More than expected | Neutral | Lower than expected | Significantly lower than expected |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |
| $\div 6.8$ | $\bigcirc 41.1$ | $\bigcirc 38.4$ | $\bigcirc 8.2$ | $\% 5.5$ |

More than $38 \%$ were neutral about expectations, and $41 \%$ exceeded their expectations for services provided to them

How similar the automated service that you received meet what you expected to be perfect automated services?

| Very close to <br> perfect | Close to perfect | Neutral | Far from perfect | Too Far from <br> perfect |
| :---: | :---: | :---: | :---: | :---: |

More than 35\% neutral about the perfection of the services, $52 \%$ believed that the service close to be perfect, And $5.5 \%$ believed it is almost perfect

I got the automated service at the appropriate time

| Strongly agree | Agree |  | Disagree | Strongly Disagree |
| :---: | :---: | :---: | :---: | :---: |
|  | Agree | Neutral | Disagree |  |
|  |  |  |  |  |
| ( | $\because$ | . | $\bullet$ | $\bigcirc$ |
|  |  |  |  |  |
| $\because 23.3$ | $\bigcirc 54.8$ | $\bigcirc 15.1$ | $\bigcirc 5.5$ | \% 1.4 |

More than $\mathbf{7 8 \%}$ agree or strongly agree that the obtained service was at the appropriate time

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The automated service provided to me meets my needs

Strongly agree


Agree


Neutral


Disagree


Strongly Disagree


More than $\mathbf{7 I \%}$ agree or strongly agree that their needs have been met

The automated service that $I$ used is easy and clear

Strongly agree


Agree


Neutral


Strongly Disagree


More than $\mathbf{7 8 \%}$ agree or strongly agree with ease and clarity of automated services

The automated service that I used is useful to me to complete my procedure at CMA

Strongly agree

$\div 32.9$

Agree
Neutral

$\% 42.5$

\% 16.4

$\div 5.5$

Strongly Disagree

$\% 2.7$

More than $\mathbf{7 5 \%}$ agree or strongly agree with the benefits of automated services

The number of participants on the survey are 220 users from September 2017 to January 2018

