Ministry of Civil Service and Administrative Reforms
Circular Letter No. 80 of 2018
E/60/28/28

From: Secretary for Public Service
To: Supervising Officers in charge of Ministries/Departments

Customer Satisfaction Survey

With a view to ensuring that service delivery meets the needs of our citizens and that the public bodies constituting the Public Service are operating efficiently and effectively, this Ministry has, in recent years, facilitated the conduct of Customer Satisfaction Surveys, on a pilot basis. As of now, the following organisations have been surveyed:

- Civil Status Office
- Assay Office
- Consumer Affairs Unit
- Legal Metrology Services

2. The feedback gathered from the surveys was analysed by Statistics Mauritius and it showed that although there was a high degree of satisfaction from beneficiaries of the services provided, there was still room for further improvement.

3. As you are aware, the Public Sector Business Transformation Strategy approved by Government in February 2017, recommends that public organisations should move towards citizen-centred programmes and services. The rising demand and expectations of citizens require that Government adopts policies that lead to greater citizen involvement and participation in the design and delivery of public service programmes. The overall aim is to put the citizens at the heart of public policy development and programmes, services and actions are so designed that the client experience and satisfaction are maximised at all levels.

4. The Strategy further recommends a citizen-centered policy development approach through research, evidence and client feedback. This will enable public organisations to measure and improve their services based on the feedback from the citizens.

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5. In the light of the above and based on the experience acquired from the previous exercises, Supervising Officers are being encouraged to arrange for the conduct of regular Customer Satisfaction Surveys to evaluate the level of service delivery in their Ministries/Departments and use the valuable feedback for the purpose of continuously improving service delivery. In the light of the report of the survey, Supervising Officers should also ensure that necessary actions are taken to address any negative feedbacks and also use the positive feedbacks to enhance the interactions between their Ministries/Departments and the citizens whom they serve.

6. Following discussions with Statistics Mauritius, a guideline as at Annex has been devised to ease the conduct of the Surveys. Ministries/Departments are invited to consult the document and liaise with Statistics Mauritius for the design and conduct of the survey questionnaire which would best suit their organisations.

7. The survey costs will have to be borne by their respective Ministry/Department as well as the provision of all the necessary resources, where applicable. Upon completion of the Customer Satisfaction Survey, a copy of the final survey report should be submitted to this Ministry, for use to create a multiplier effect.

8. Should you require any additional information on the Customer Satisfaction Survey, Ms Bharati Sookram, Statistician at Statistics Mauritius, may be contacted on telephone no 208-1800 (Ext 115).

9. I appeal to my colleagues to make of the Customer Satisfaction Survey a tool to have a mirror reflection of how their organisations are faring as this would certainly help them improve the relationship between them and the public and create a long-lasting and impactful contract of trust between public bodies as service provider and the citizen as the ultimate beneficiary of such service.

10. I rely on your usual collaboration.

(S.K. Pather)
Secretary for Public Service

Copy to: Secretary to Cabinet and Head of the Civil Service

Enc.
Guideline for conduct of Customer Satisfaction Survey across the Civil Service

1. **Definition of Customer Satisfaction Survey**

Customer Satisfaction Survey is a process of discovering whether or not an organization’s customers are happy or satisfied with the services offered. The survey may be conducted face to face, over the phone, via email or internet, or on handwritten forms. Customer answers to questions are then used to analyze whether or not changes need to be made in business operations and the manner in which services are dispensed to increase overall satisfaction of customers.

2. **Introduction**

With a view to gauging the degree of customer satisfaction in the delivery of public services, Government has, since the year 2016, decided that Customer Satisfaction Surveys (CSS) be conducted across the Civil Service. Furthermore, the Public Sector Business Transformation Strategy lays emphasis on the need to obtain feedback from clients which can be used to improve the delivery of public service.

The CSS is a novel initiative of the Ministry of Civil Service & Administrative Reforms (MCSAR) to assess, among others, the quality of services being delivered by public sector organisations. The survey will be carried out with the collaboration of Statistics Mauritius and the results would be published by the Ministry/Department concerned.

The Civil Service has played and will continue to play a key role in the socio-economic development of Mauritius. Over the past decades, several administrative reform initiatives have been implemented to enable the Civil Service to respond to the exigencies of a dynamic environment in a more efficient and effective manner. These initiatives include the adoption and implementation of MS ISO quality standards, Improvement of Counter Services, Automation of Systems and Processes and the Performance Management System, amongst others.
3. **Requirements for an organization to conduct a survey**
   - Identify services and client pool to be surveyed
   - Provide inputs to Statistics Mauritius for design of Questionnaire and other relevant details as may be needed
   - Provide resources (human resource, stationery and other logistics) to conduct the survey
   - Monitoring of collection, digitization of survey response and provide same to Statistics Mauritius for analysis

4. **Role of Statistics Mauritius**
   - Study of service / client base to be surveyed and provide recommendation on survey type to be conducted
   - Drafting of survey questionnaire with the help of the organization concerned
   - Training of Supervisor and Interviewers (to be provided by the organization concerned) for the survey
   - Analysis of information collected during the survey
   - Provision of relevant report to the organization