



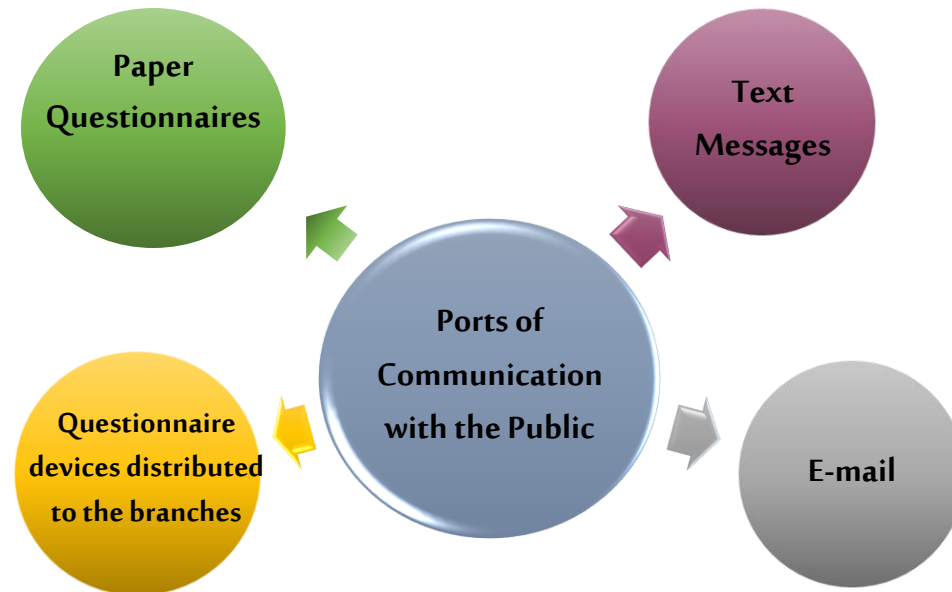
وُزَارَةُ الْعَدْلِ
MINISTRY OF JUSTICE

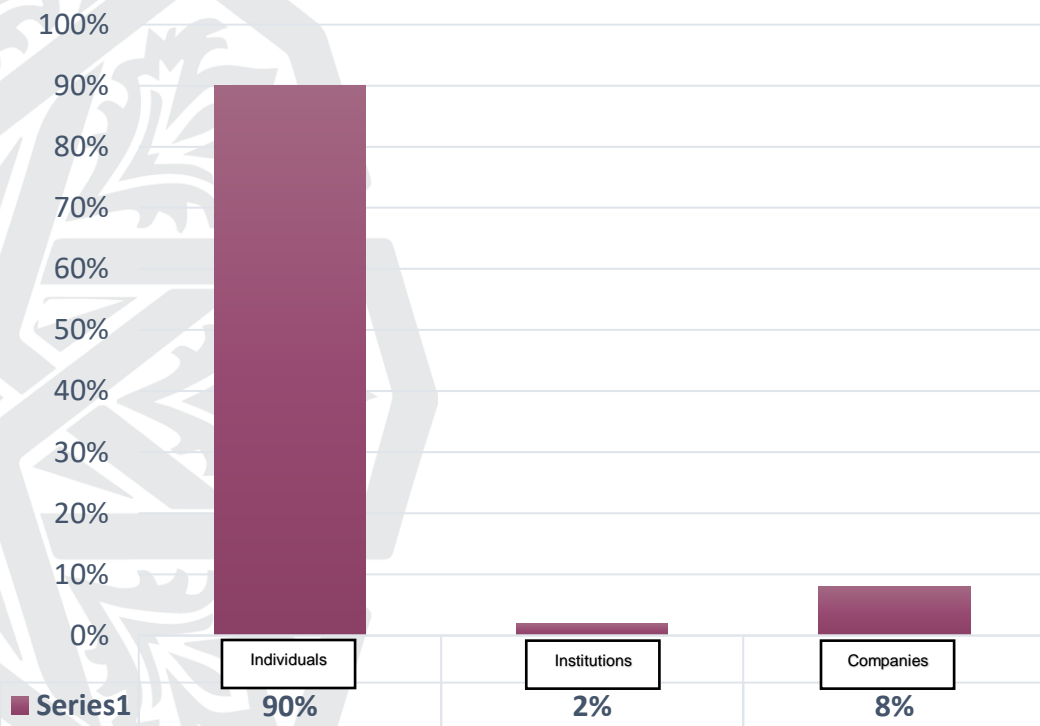
The Results of Public Satisfaction Survey 2020

إدارة التخطيط والجودة
Planning & Quality Department

The Details

The Total Number of Participations	The Duration of the Questionnaire Presentation to the Public
1615	1/1/2020 – 30/9/2020

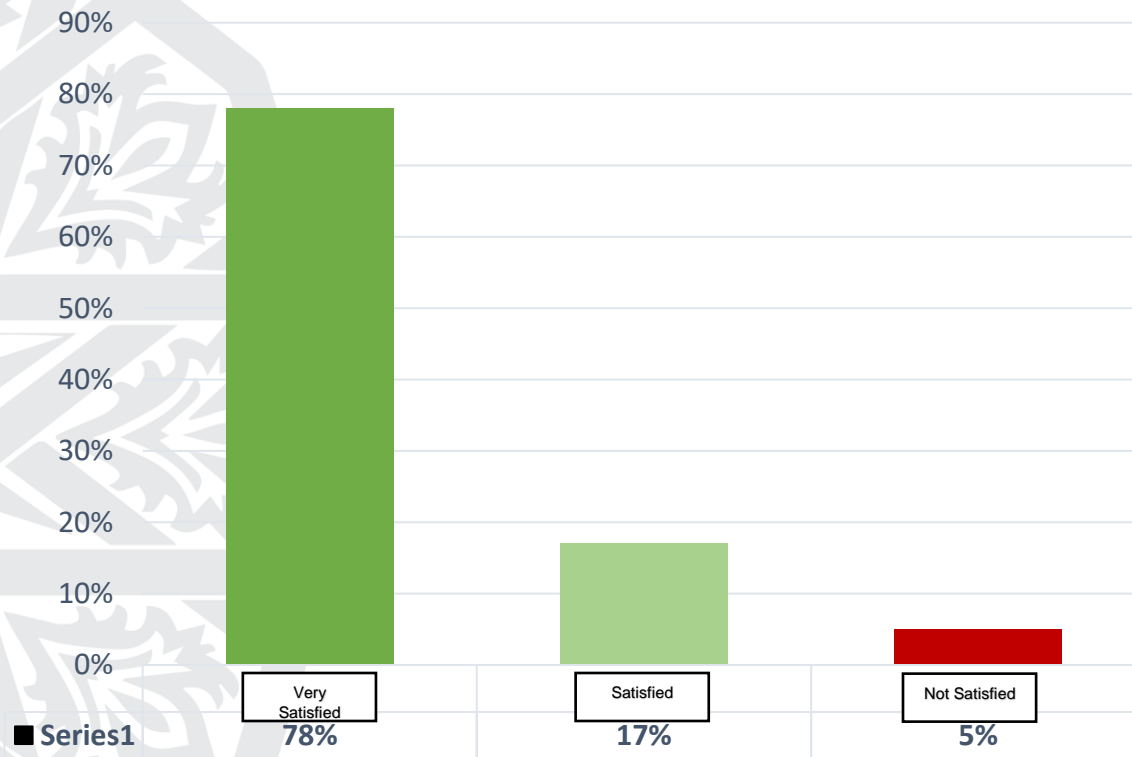




Service Requesters?

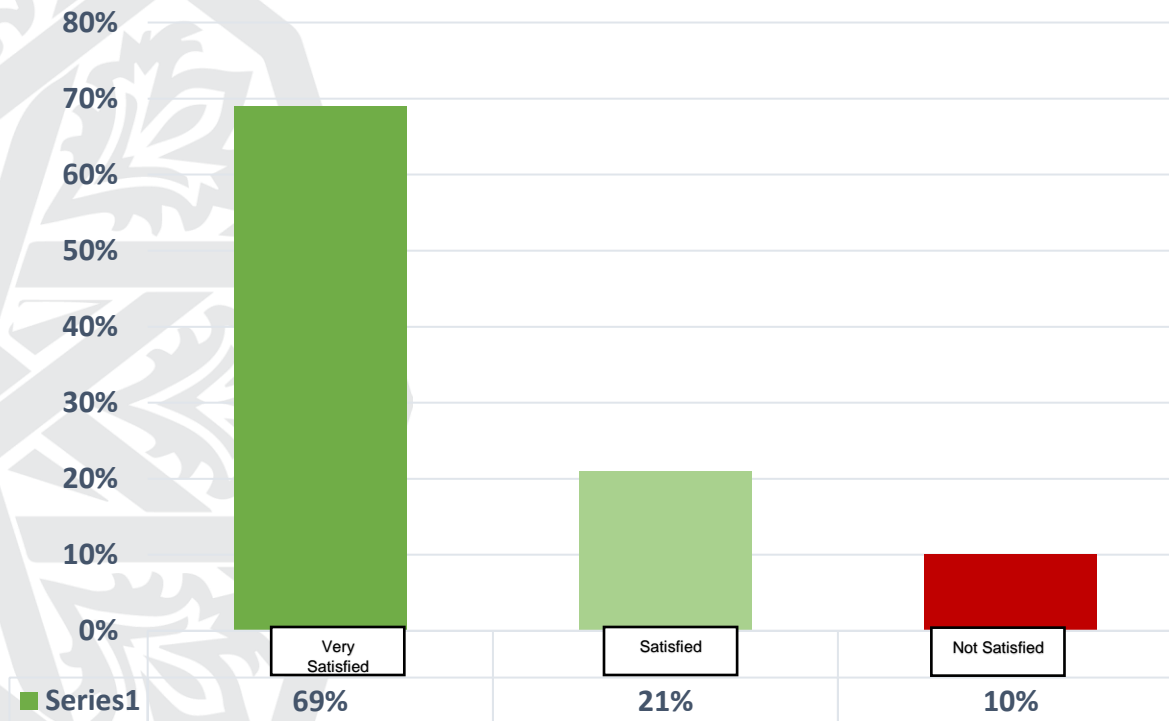
Replies		Answers
1324	90%	Individuals
27	2%	Institutions
122	8%	Companies
1473		Total Answers

Question 1: How satisfied are you with the ease of access to the Ministry of Justice service centers?



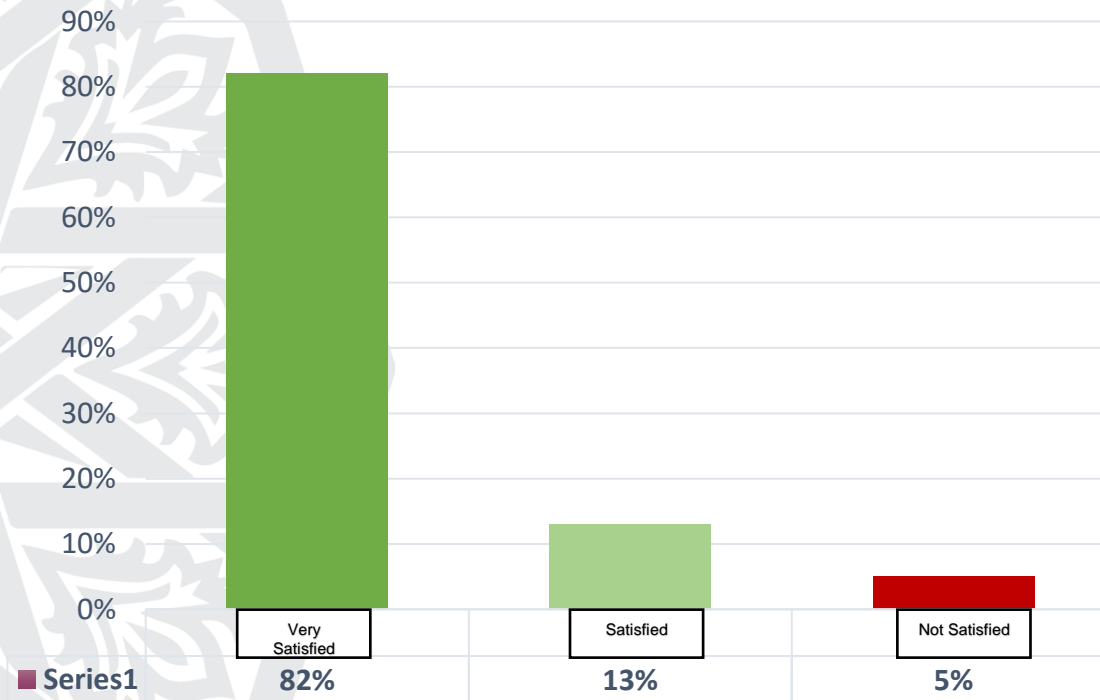
Replies		Answers
1155	78%	Very Satisfied
248	17%	Satisfied
72	5%	Not Satisfied
1475		Total Answers

Question 2: How satisfied are you with the time taken to implement the service?



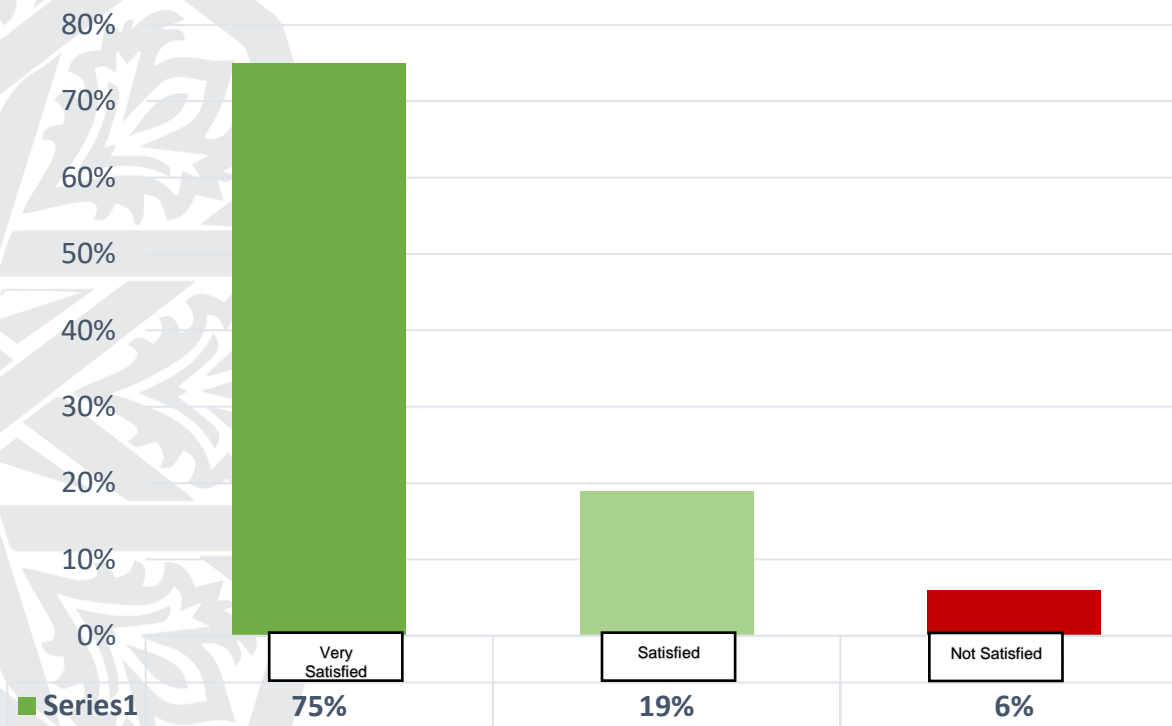
Replies		Answers
1017	69%	Very Satisfied
313	21%	Satisfied
147	10%	Not Satisfied
1477		Total Answers

Question 3: What is the level of your satisfaction with the way the service is implemented by the legal notary?



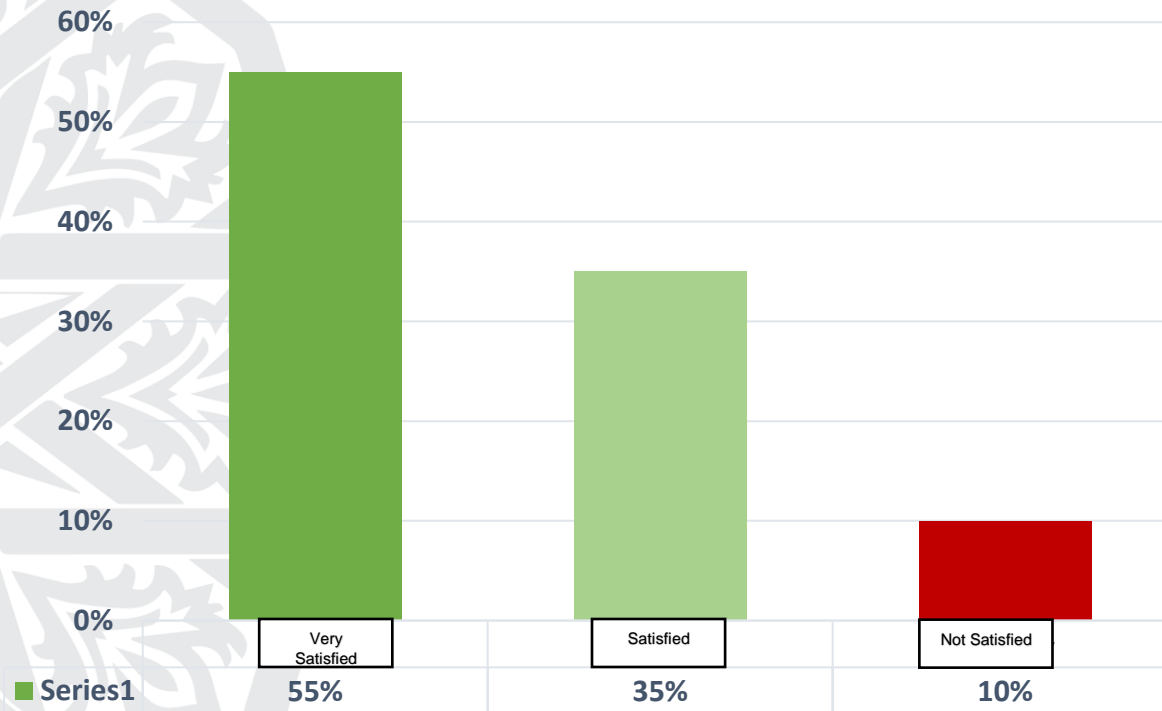
Replies		Answers
1210	82%	Very Satisfied
193	13%	Satisfied
73	5%	Not Satisfied
1476		Total Answers

Question 4: How satisfied are you with the clarity of the requirements and procedures related to the service?

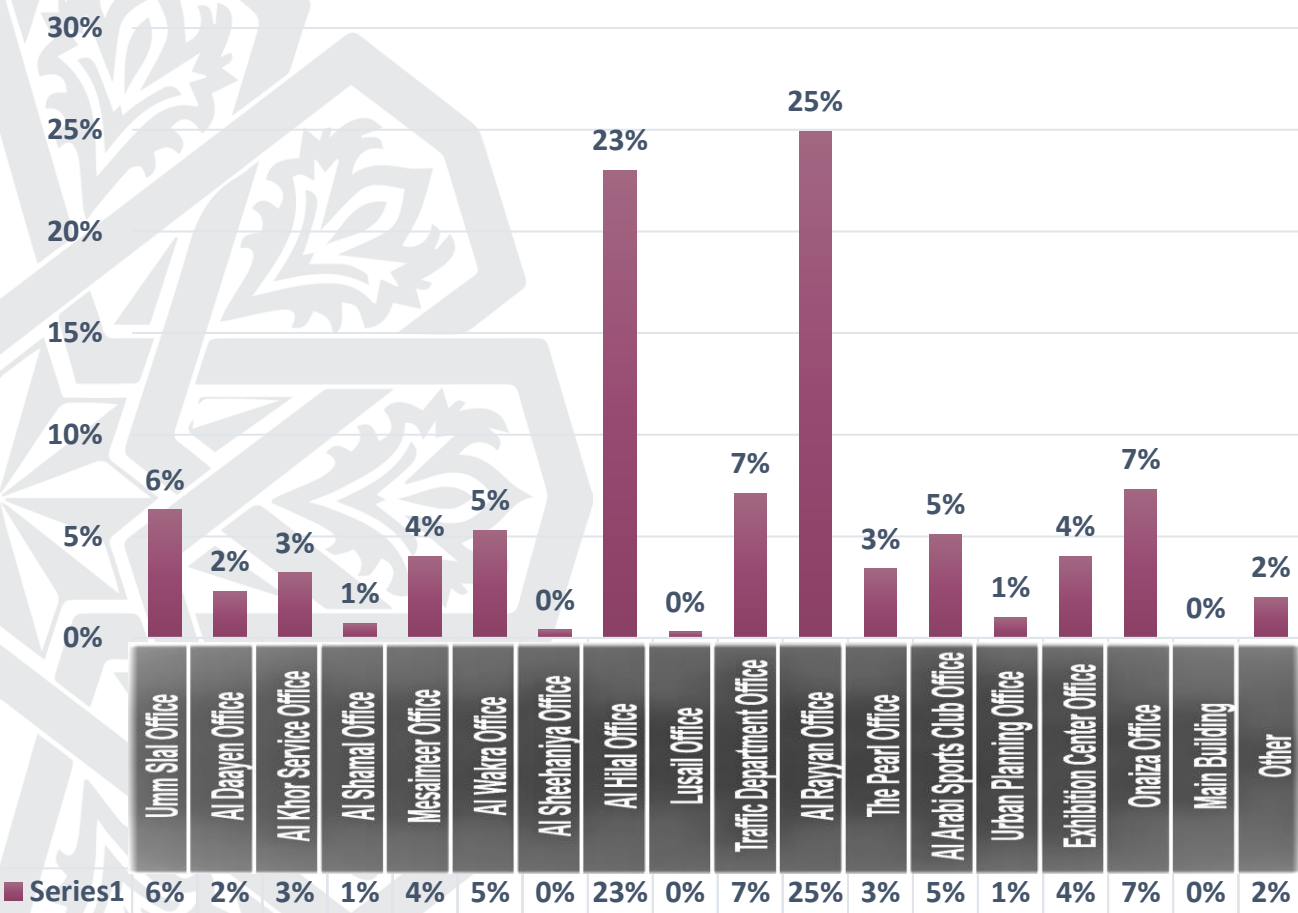


Replies		Answers
1100	75%	Very Satisfied
277	19%	Satisfied
93	6%	Not Satisfied
1470		Total Answers

Question 5: How satisfied are you with the contribution of social media to providing updated information and continuous legal awareness?



Replies		Answers
793	55%	Very Satisfied
504	35%	Satisfied
150	10%	Not Satisfied
1447		Total Answers



Service Center Name

Replies		Answers
88	6%	Umm Slal Office
33	2%	Al Daayen Office
45	3%	Al Khor Service Office
10	1%	Al Shamal Office
56	4%	Mesaimmer Office
75	5%	Al Wakra Office
5	0%	Al Sheehaniya Office
325	23%	Al Hilal Office
4	0%	Lusail Office
101	7%	Traffic Department Office
344	25%	Al Rayyan Office
48	3%	The Pearl Office
71	5%	Al Arabi Sports Club Office
12	1%	Urban Planning Office
54	4%	Exhibition Center Office
103	7%	Onaiza Office
3	0%	Main Building
29	2%	Other
1406		Total Answers



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MINISTRY OF JUSTICE

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