

A FAKE Company Customer Satisfaction Survey Findings

Survey Collection Period:	7/1/2019-9/30/2019
Average number of Consumers:	87
Number of Respondents	56

Work Services

		# of Respondents		Weighted
1	I like working in the facility	Yes (3)	25	75
		Sometimes (2)	22	44
		No (1)	9	9
		Weighted total =		128
		Maximum total =		168
		Percent =		76%
2	I can work on different jobs in the workshop.	Yes (3)	12	36
		Sometimes (2)	32	64
		No (1)	12	12
		Weighted total =		112
		Maximum total =		168
		Percent =		67%
3	I feel safe in the facility.	Yes (3)	42	126
		Sometimes (2)	13	26
		No (1)	1	1
		Weighted total =		153
		Maximum total =		168
		Percent =		91%
4	When there is no work, I like the activities I am offered to do.	Yes (3)	11	33
		Sometimes (2)	17	34
		No (1)	28	28
		Weighted total =		95
		Maximum total =		168
		Percent =		57%

5	There is a variety of work and/or activities I can choose.	Yes (3)	10	30
		Sometimes (2)	19	38
		No (1)	27	27
		Weighted total =	95	
		Maximum total =	168	
		Percent =		57%
6	The staff treats me with respect and dignity.	Yes (3)	33	99
		Sometimes (2)	16	32
		No (1)	7	7
		Weighted total =	138	
		Maximum total =	168	
		Percent =		82%
7	The staff listen to me when I share my opinion or feelings	Yes (3)	38	114
		Sometimes (2)	12	24
		No (1)	6	6
		Weighted total =	144	
		Maximum total =	168	
		Percent =		86%