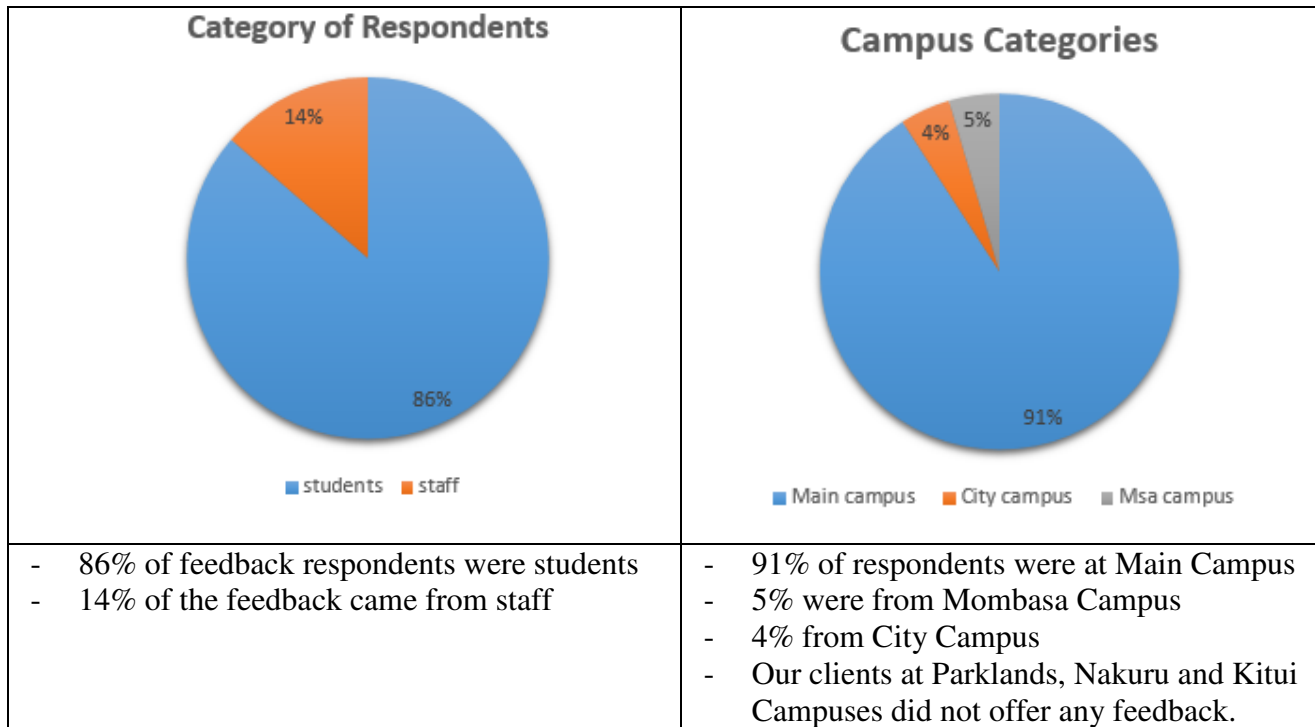


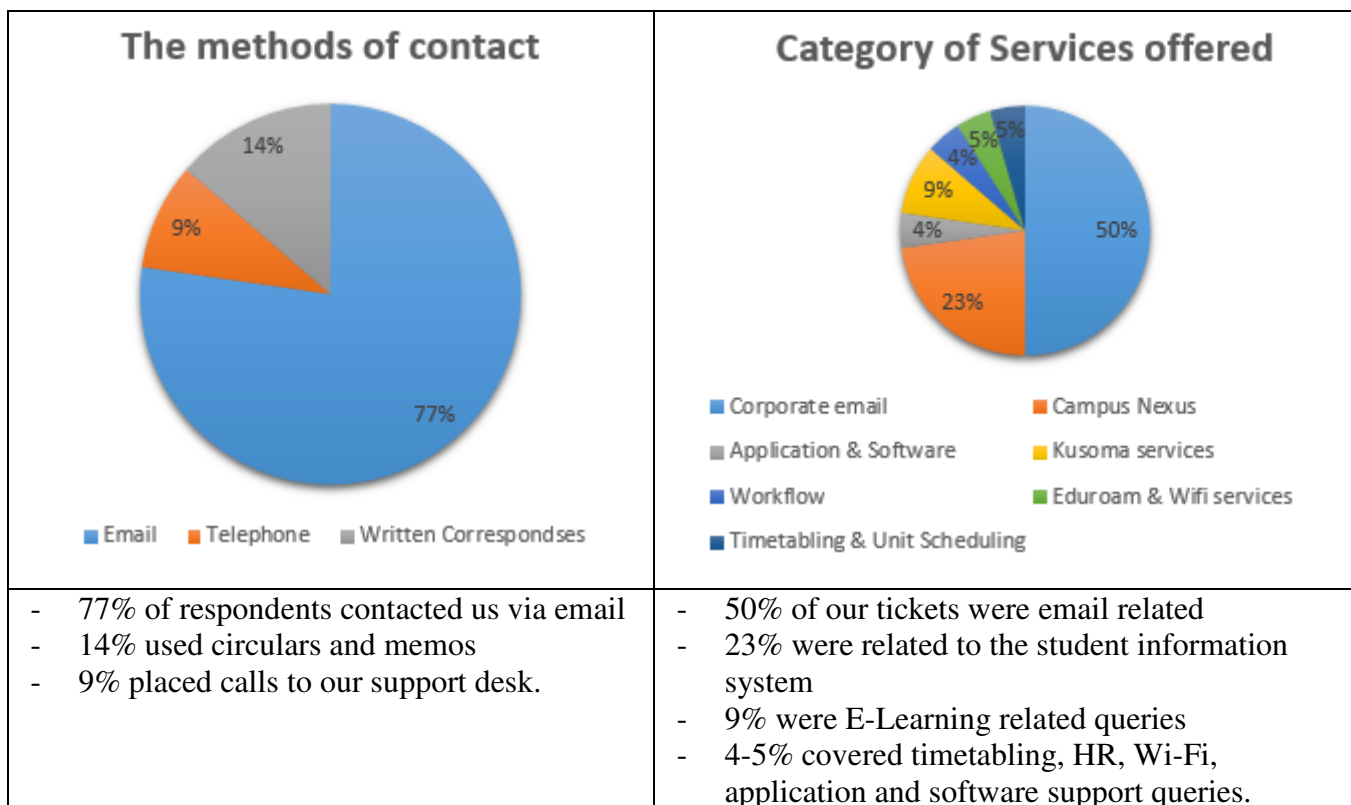
ICT EMAIL FEEDBACK ANALYSIS

Below please find the latest client feedback statistics for the period January-March 2024.

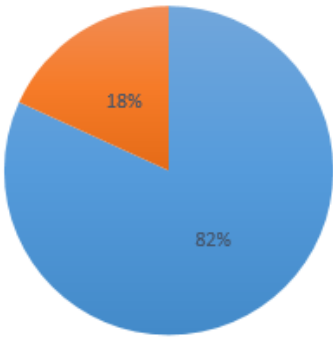
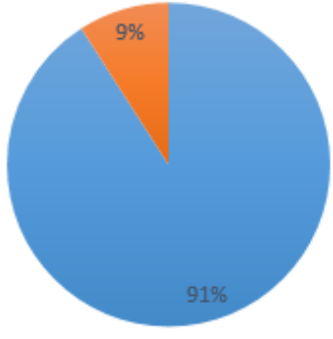
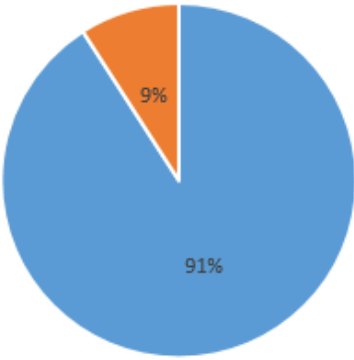
Who are our clients and where are they located?



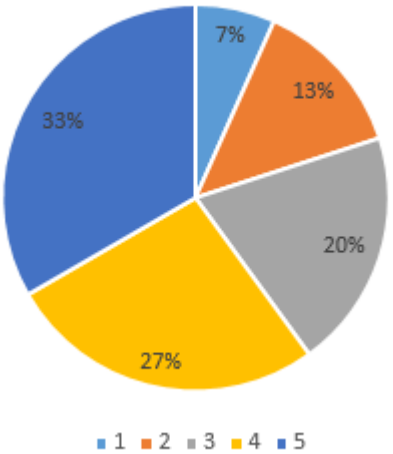
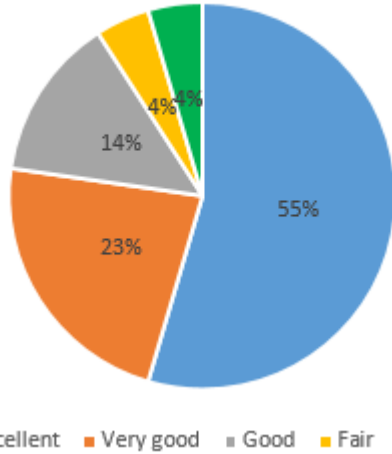
How did they contact us and for which service?



How were our services?

Courtesy & Understanding by our staff  A pie chart with a blue section representing 82% and an orange section representing 18%. A legend below the chart shows a blue square for 'Yes' and an orange square for 'No'. <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Yes</td><td>82%</td></tr><tr><td>No</td><td>18%</td></tr></tbody></table>	Response	Percentage	Yes	82%	No	18%	- 82% of our clients who responded to our feedback survey reported that we were courteous to our clients - 18% of clients who responded to the feedback did not think we were courteous.
Response	Percentage						
Yes	82%						
No	18%						
Level of professionalism & willingness of our staff  A pie chart with a blue section representing 91% and an orange section representing 9%. A legend below the chart shows a blue square for 'Yes' and an orange square for 'No'. <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Yes</td><td>91%</td></tr><tr><td>No</td><td>9%</td></tr></tbody></table>	Response	Percentage	Yes	91%	No	9%	- 91% of clients who responded to the feedback thought we were professional and willing to help them with their queries. - 9% of clients who responded to the feedback did not think we were professional and willing to help them with their queries.
Response	Percentage						
Yes	91%						
No	9%						
Meeting of timelines  A pie chart with a blue section representing 91% and an orange section representing 9%. A legend below the chart shows a blue square for 'Yes' and an orange square for 'No'. <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Yes</td><td>91%</td></tr><tr><td>No</td><td>9%</td></tr></tbody></table>	Response	Percentage	Yes	91%	No	9%	- 91% of our respondents reported that we completed their requests within the service timelines. - 9% felt we took longer than the service timeline to resolve their incidents/queries.
Response	Percentage						
Yes	91%						
No	9%						

How did our clients rate us?

Level of technical ability (1-5)  ■ 1 ■ 2 ■ 3 ■ 4 ■ 5	ICT Support service  ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor
- 33% of our respondents rated our technical ability as (5). - 27% of our clients evaluated our technical ability as (4). - 20% of our respondents rated our technical ability as (3). - 13% of our respondents evaluated our technical ability as (2). - 7% of our clients gauged our technical ability as (1).	- 55% of our respondents considered ICT Support services as excellent. - 23% of our clients evaluated our services as very good. - 14% of our clients rated the ICT services as good. - 4% of our respondents found our services as fair. - 4% of our clients evaluated our services as poor.