



General Public Attitude Survey 2005

Executive Summary

The General Public Attitude Survey is carried out annually. This year's General Public Attitude Survey was carried out in both Divisions in October 2005. This year was the first time that the General Public Attitude Survey was conducted by an independent organization, which was the Cyprus College. It was conducted in order to ascertain levels of public satisfaction with the services provided by the SBA Police in general.

The SBA Police is committed to continuous improvement and consideration of our customers' needs and expectations is an important aspect of this. This Survey is conducted in order to do-just that. The respondents who took part in this Survey, were asked to express their views on several important issues. The results this year are the best so far and highlight some extremely positive aspects about the SBA Police.

The following key results are very encouraging:

	<u>2004</u>	<u>2005</u>	
➤ <i>Provision of Service at Incidents</i>	62%	78%	↑
➤ <i>Provision of Service at Police stations</i>	74%	85%	↑
➤ <i>Provision of Service over the telephone</i>	82%	83%	↑
➤ <i>Prov. of Serv. through Correspondence</i>	56%	100%	↑
➤ <i>Police presence in the Areas</i>	70%	84%	↑
➤ <i>Overall view towards the SBA Police</i>	71%	86%	↑

Areas of concern that were identified included Provision of Service at Incidents (conduct of Police Officers i.e more polite, approachable and better listeners), Provision of Service at Police Stations (i.e better and quickest attendance of the public once entered the Police enquiry office, more comfortable environment and more welcoming staff). Importantly, the Survey does not reveal any real surprises and the areas of concern that have been identified are all capable of being resolved.

In summary, the Survey is a most useful report in that it demonstrates how public attitudes to key areas of business have altered over the last two years. The analysis provides an opportunity to address areas of concern and develop further the many positive aspects that were identified.