



"Committed to Excellence"

General Public Attitude Survey 2006

Executive Summary

For the second time we commissioned the Cyprus College to measure public satisfaction with our services. I am very pleased to report an excellent set of results as follows:

	<u>2005</u>	<u>2006</u>
	<u>Average Values</u>	
Provision of Service from Police patrol Officer(s)	1.51	1.49
Provision of Service at Police stations	1.54	1.30
Provision of Service over the telephone	1.56	1
Police presence in the Areas	1.86	2.03

Average values were obtained by scoring:

Satisfied = 1

Rather satisfied = 2

Rather dissatisfied = 3

Dissatisfied = 4

and dividing the total score for each category by the number of respondents for that category. Therefore, the lower the score, the higher the satisfaction rate.

Data obtained through the surveys is used to inform our service delivery to enable us to meet community needs. Regular liaison with the Area Officers and their staff remains invaluable in this regard.