

Sakala Citizen Happiness Index



94.03%

94.03% of Sample population expressed their satisfaction towards Sakala and its service delivery system during the financial year 2021-2022

- Sakala Citizen Happiness Index is the survey conducted on basis of '**Diener's Satisfaction with Life Scale**'. Diener's scales are well accepted standards for measurement of satisfaction levels.
- Satisfaction as assessed by the 'Satisfaction with Life Scale' shows a degree of temporal stability. The Satisfaction with Life Scale has shown sufficient sensitivity to detect variation in satisfaction levels.
- 'Satisfaction with Life Scale' Five statements or questions are posed to respondent. Respondents may agree with these statements or may not, but the respondent must project his agreement by providing appropriate number on the line preceding that statement or question.

31-35 – Respondent is Extremely Satisfied

26-30 – Respondent is Satisfied

21-25 – Respondent is Slightly Satisfied

20 - Respondent is Neutral

15-19 – Respondent is Slightly Dis Satisfied

10-14 – Respondent is Dis-Satisfied

5-9 – Respondent is Extremely Dis- Satisfied

- Whenever a feedback survey is done to measure satisfaction, it is found that people give replies on the spur of the moment and not always right. To ensure correctness of the feedback and also the consistency in the replies of the respondents, same question shall be posed to the respondents in different presentation and these responses will be collated to get most reliable answer. This takes care of respondent biasness while answering the survey. This is the way to presume integrity of the scaling instrument. The questionnaires' have been deliberately kept simple and easy to ensure the response of the respondents.

- 5 Statements to be rated by Respondents:

5 Statements/Questions to be rated by Respondents:

1. Sakala is the ideal Government Service Delivery Mechanism.

1 2 3 4 5 6 7

2. Sakala is the excellent means of Government Service Delivery

1 2 3 4 5 6 7

3. I am satisfied with Government's Service delivery system notified under Sakala.

1 2 3 4 5 6 7

4. I have received time bound service delivery under Sakala.

1 2 3 4 5 6 7

5. I would continue to receive the service through Sakala, I would change almost nothing in the service delivery process

1 2 3 4 5 6 7

- End of every statement respondent has to rate the statement between 1- 7 in accordance with their experience.
- At the end of Survey, a score is obtained. Based on the sum of that score the Citizen Happiness Index is gauged. 31-35 – Respondent is Extremely Satisfied
 - ✓ 26-30 – Respondent is Satisfied
 - ✓ 21-25 – Respondent is Slightly Satisfied
 - ✓ 20 - Respondent is Neutral
 - ✓ 15-19 – Respondent is Slightly Dis Satisfied
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 - ✓ 5-9 – Respondent is Extremely Dis-Satisfied

Considering the Positive, Neutral and Negative aspects of this Scale. Sakala Mission shall be considering That Respondents who have provided rating and the sum is between 21 to 35 are overall considered to be Happy. Respondents whose sum is 20 are considered as Neutral and Respondents whose sum total is 19 and less than 19 are considered to be Dis-Satisfied.

If Total is less than 20 – Respondents shall be posed with the following questions

Assessing the reason of these respondents becomes important to Sakala. With an intension to understand the reason of dis-satisfaction of these citizens. Another set of questions shall be posed to these citizens.

Q1. How did you apply for the service?

Online Visit to Office Janasevaka Agent

Q1a. If you had applied for Service Online – Kindly Rate your Experience (1- Minimum; 5- Maximum)

1 2 3 4 5

or

Q1b. If you had applied for Service through Janasevaka – Kindly Rate your Experience (1- Minimum; 5- Maximum)

1 2 3 4 5

or

Q1c. If you had Visited office and applied for Service – Kindly Rate your Experience (1- Minimum; 5- Maximum)

1 2 3 4 5

Q2. Did you visit Government Office to address the service-related queries?

Yes No

(If answer to above question is 'Yes' kindly answer the below questions)

Q2a. Was the Designated officer accessible? (When you had Visited office)

Yes No

Q2b. Where the office staff able to solve your queries? (When you had Visited office)

Yes No

Q2c. Did you observe Sakala Notice Board in the office? (When you had Visited office)

Yes No

Q2d What was your turn around time in Office?

<15 Minutes >15 Minutes 1 Hour

>1 Hour

Q3. Was your application disposed in-time?

Yes No

Q4. Was your Application Rejected?

Yes No

(If answer is “Yes”)

Q4a. Was the reason for rejection clearly justified?

Yes No

Q5. Are you Aware about Sakala Appeal Process?

Yes No

(If Answer is ‘Yes’)

Q5a. Did you file an Appeal in Sakala?

Yes No

Q5b. Did you receive Compensation from Sakala?

Yes No

Q5c. Was your Appeal Disposed in-time?

Yes No

Q6. Was there any manual intervention in Service Delivery Process (Other than the steps involved in service procedure)?

Yes No

Q7. How do you wish to receive your service certificate in future?

Digi locker Janasevaka Kiosk Manual Visit to Office

Sakala Citizen Happiness Index

Sakala Citizen Happiness Index is based not just on the satisfaction of getting government services delivered in time but also on the hassle-free journey while availing the service. Sakala had launched this initiative in the financial year 2021-2022 and in the financial year clocked

94.03% citizens extremely happy with the service delivery by the Government of Karnataka. This is the true measurement of good governance. Nothing else can substitute it.

Sum total of ratings (Range)	Response Outcome	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total Sample Count
31-35	Respondent is Extremely Satisfied	611	1050	1033	750	1384	697	1441	1956	1781	10703
26-30	Respondent is Satisfied	1812	2192	891	415	647	293	730	902	1166	9048
21-25	Respondent is Slightly Satisfied	556	1193	531	94	157	73	136	416	295	3451
20	Respondent is Neutral	38	230	219	93	296	336	54	7	12	1285
15-19	Respondent is Slightly Dis Satisfied	7	48	23	0	14	10	1	4	8	115
10.-14	Respondent is Dis-Satisfied	8	47	0	0	5	0	1	2	0	63
05-09	Respondent is Extremely Dis-Satisfied	6	0	0	0	0	0	1	1	2	10
Grand Total		3038	4760	2697	1352	2503	1409	2364	3288	3264	24675
Sakala Citizen Happiness Index Percentage		99%	93%	71%	93%	88%	75.44%	97.59%	99.57%	99.30%	94.03%

Sample Size: 24,675

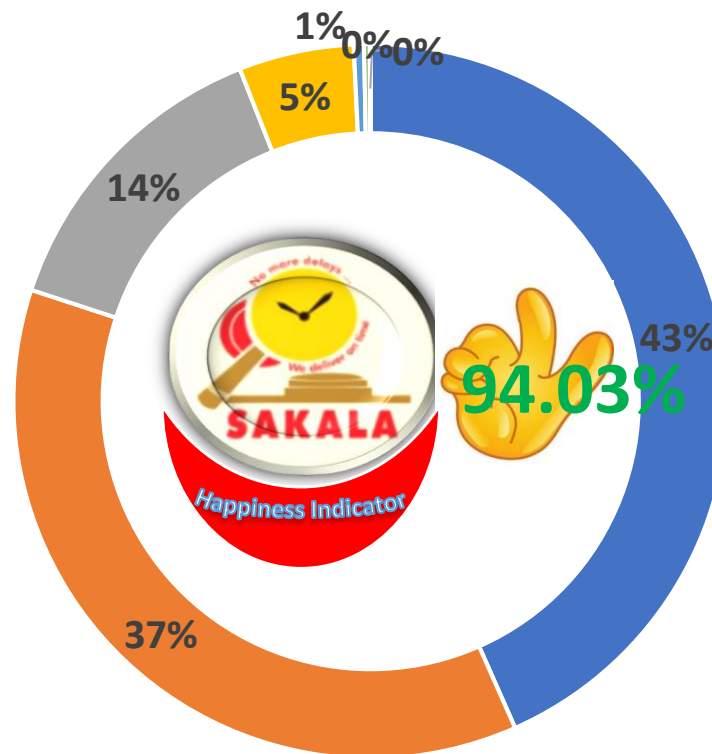
Period in which survey population had applied for Sakala Services:

21-February-2020 to 01-January-2022

Measurement level: Diener's Satisfaction with Life Scale Scale

Probability Sampling Technique: Simple Random Sampling

Sakala Citizen Happiness Index for Financial Year 2021-2022



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Highlights:

- Among 24,675 sample size 23,202 citizens expressed their satisfaction towards Government of Karnataka's in-time service delivery mechanism. The happiness indicator was 94.03% satisfied population.
- 5.2% of the sample population provided neutral rating for the service delivery process.
- 0.77% of the sample population expressed their dis-satisfaction towards service delivery process.
- The major causes for dis-satisfaction as expressed by citizens were - Officials making citizens to visit offices frequently for document verification, delay in disposal of service application, unjustified rejections.
- Actions taken by Sakala Mission to reduce causes for dis-satisfaction – At district level Sakala Samanvaya Samithis have been constituted to have a weekly check on performance of various departments within the respective districts, Sakala rejection reports to under justification provided by the departments, Sakala Mitra – awareness creating campaign to inform citizens about new features included in sakala.

ಸಕಾಲ ನಾಗರಿಕ ಸಂತ್ಯಪ್ಪಿ ಸೂಚ್ಯಂಕ

ಸಕಾಲ ನಾಗರಿಕ ಸಂತ್ಯಪ್ಪಿ ಸೂಚ್ಯಂಕವು ಸರ್ಕಾರಿ ಸೇವೆಯನ್ನು ಸಕಾಲದಲ್ಲಿ ಪಡೆಯುವ ಸಂತ್ಯಪ್ಪಿಯನ್ನು ಮಾತ್ರ ಅವಲಂಬಿಸಿದ್ದಲ್ಲ ಬದಲಾಗಿ, ಸೇವೆಯನ್ನು ಪಡೆಯುವಲ್ಲಿ ಸಮಸ್ಯೆ ರಹಿತವಾದ ಪಯಣದ ಭರವಸೆಯನ್ನೂ ನೀಡುತ್ತದೆ. 2021-2022ರ ಆರ್ಥಿಕವರ್ಷದಲ್ಲಿ ಸಕಾಲ ಈ ಉಪಕ್ರಮವನ್ನು ಆರಂಭಿಸಿದೆ. ಈ ಆರ್ಥಿಕವರ್ಷದಲ್ಲಿ ಶೇ.94.03ರಷ್ಟು ನಾಗರಿಕರು ಕರ್ನಾಟಕ ಸರ್ಕಾರ ನೀಡಿದ ಸೇವೆಯಿಂದ ಅತೀವವಾದ ತೃಪ್ತಿಯನ್ನು ಹೊಂದಿದ್ದಾರೆ. ಇದು ಉತ್ತಮ ಸರ್ಕಾರವೊಂದರ ನಿಜವಾದ ಅಳತೆಗೋಲಾಗಿದೆ.

ಶ್ರೇಯಾಂಕ ದ ಒಟ್ಟು ಮೊತ್ತ (Range)	ಪ್ರತಿಕ್ರಿಯೆ ಫಲಿತಾಂಶ	ಜುಲೈ- 21	ಆಗಸ್ಟ್- 21	ಸೆ.-21	ಅ.-21	ನ.- 21	ಡಿ.-21	ಜ-22	ಫೆ22	ಮಾ-22	ಒಟ್ಟು ಮಾದರಿ ಲೆಕ್ಕ
31-35	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ಸಂಪೂರ್ಣ ಸಂತ್ಯಾಪರು	611	1050	1033	750	1384	697	1441	1956	1781	10703
26-30	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ಸಂತ್ಯಾಪರು	1812	2192	891	415	647	293	730	902	1166	9048
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20	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ತಟಸ್ಥರು	38	230	219	93	296	336	54	7	12	1285
15-19	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ಸಲ್ಪಮಟ್ಟಿಗೆ ಅಸಂತ್ಯಾಪರು	7	48	23	0	14	10	1	4	8	115
10.-14	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ಅಸಂತ್ಯಾಪರು	8	47	0	0	5	0	1	2	0	63
05-09	ಪ್ರತಿಕ್ರಿಯೆ ನೀಡಿದವರು ಸಂಪೂರ್ಣ ಅಸಂತ್ಯಾಪರು	6	0	0	0	0	0	1	1	2	10
ಒಟ್ಟು ಮೊತ್ತ		3038	4760	2697	1352	2503	1409	2364	3288	3264	24675
ಸಕಾಲ ನಾಗರಿಕ ಸಂತ್ಯಾಪ್ತಿ ಸೂಚ್ಯಂಕ ಶೇಕಡಾವಾರು ಪ್ರಮಾಣ		99%	93%	71%	93%	88%	75.44%	97.59%	99.57%	99.30%	94.03%

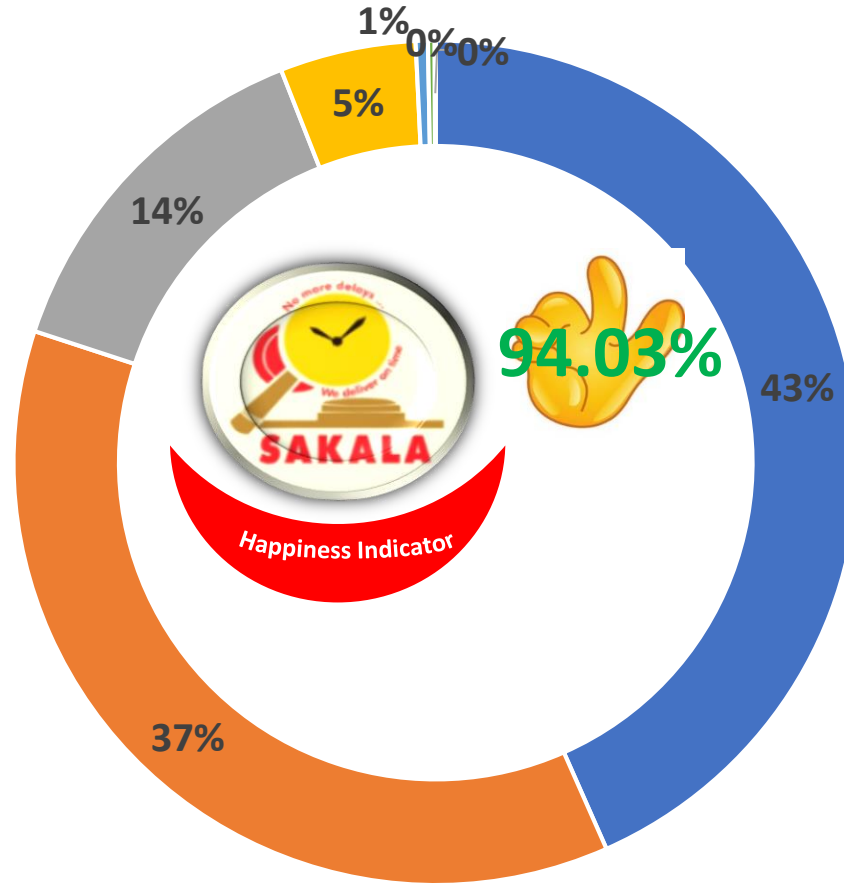
ಮಾದರಿ ಗಾತ್ರ: 24,675

ಸಕಾಲ ಸೇವೆಗಳಿಗಾಗಿ ಜನ ಸಮೀಕ್ಷೆ ನಡೆಸಿದ ಅವಧಿ :

21-ಫೆಬ್ರವರಿ-2020ರಿಂದ 01-ಜನವರಿ-2022

ಅಳತೆ ಮಟ್ಟ: ಜೀವನಮಾಪನದೊಂದಿಗೆ ಡೀನಿಯರ್ (Diener) ಸಂತ್ಯಾಪ್ತಿ ಪ್ರಮಾಣ

2021-2022 ಅಧೀಕರಣಕ್ಕೆ ಸಕಾಲ ನಾಗರಿಕ ಸಂತ್ರಸ್ತೆ ಸೂಚ್ಯಂಕ



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ಮುಖ್ಯಾಂಶಗಳು:

- 24,675 ಮಾದರಿ ಗಾತ್ರದಲ್ಲಿ 23,202 ಜನ ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಕಾಲದಲ್ಲಿ ವಿಲೇವಾರಿ ಮಾಡುವ ವ್ಯವಸ್ಥೆಯ ಬಗ್ಗೆ ತಮ್ಮ ಸಂತ್ಯಾಪ್ತಿಯನ್ನು ವ್ಯಕ್ತಪಡಿಸಿದ್ದಾರೆ. ಸಂತ್ಯಾಪ್ತಿ ಸೂಚ್ಯಂಕವು ಶೇ.94.03 ಸಂತ್ಯಾಪ್ತ ಜನರ ಸೂಚ್ಯಂಕವಾಗಿದೆ.
- ಸೇವಾ ವಿತರಣೆಗೆ ಶೇ.5.2ರಷ್ಟು ಮಾದರಿ ಜನಸಂಖ್ಯೆ ತಟಸ್ಥ ಶ್ರೇಯಾಂಕವನ್ನು ನೀಡಿದೆ.
- ಶೇ.0.77ರಷ್ಟು ಮಾದರಿ ಜನಸಂಖ್ಯೆ ಸೇವಾ ವಿತರಣೆ ಪ್ರಕ್ರಿಯೆಯ ಬಗ್ಗೆ ತಮ್ಮ ಅಸಂತ್ಯಾಪ್ತಿಯನ್ನು ವ್ಯಕ್ತಪಡಿಸಿದ್ದಾರೆ.
- ನಾಗರಿಕರು ವ್ಯಕ್ತಪಡಿಸಿರುವಂತೆ ಅಸಂತ್ಯಾಪ್ತಿಗೆ ಪ್ರಮುಖ ಕಾರಣಗಳು- ದಾಖಲನೆಗಳನ್ನು ಪರಿಶೀಲಿಸಲು ಆಗಾಗ ಕಚೇರಿಗೆ ಭೇಟಿ ನೀಡುವಂತೆ ಮಾಡುತ್ತಿರುವ ಅಧಿಕಾರಿಗಳು-ಸೇವಾ ಅರ್ಜಿಗಳ ವಿಲೇವಾರಿಯಲ್ಲಿ ವಿಳಂಬ, ಸಮರ್ಥನೀಯವಲ್ಲದ ತಿರಸ್ಕೃತಿಗಳು.
- ಅತ್ಯಾಪ್ತಿಗೆ ಕಾರಣವಾಗಿರುವ ಅಂಶಗಳನ್ನು ಕಡಿಮೆ ಮಾಡುವಂತೆ ಸಕಾಲ ಅಭಿಯಾನ ಕೈಗೊಂಡ ಕ್ರಮ- ಆಯಾ ಜಿಲ್ಲೆಗಳ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಅನೇಕ ಇಲಾಖೆಗಳ ನಿರ್ವಹಣೆಯನ್ನು ಪರಿಶೀಲಿಸಲು ಜಿಲ್ಲಾ ಮಟ್ಟದ ಸಕಾಲ ಸಮನ್ವಯ ಸಮಿತಿಗಳನ್ನು ರಚನೆ ಮಾಡಲಾಗಿದೆ. ಸಕಾಲ ವಿಶ್ಲೇಷಣಾ ವರದಿ ಪರಿಶೀಲನೆಯಲ್ಲಿದೆ, ಸಕಾಲ ಮಿತ್ರ- ಸಕಾಲದಲ್ಲಿ ಸೇರ್ಪಡೆ ಮಾಡಲಾಗಿರುವ ಹೊಸ ಅಂಶಗಳ ಬಗ್ಗೆ ನಾಗರಿಕರಿಗೆ ಮಾಹಿತಿ ನೀಡಲು ಜಾಗೃತಿ ಮೂಡಿಸುವ ಕಾರ್ಯಕ್ರಮ.