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Service Quality of Local Government and Citizens' Satisfaction

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Abstract

This study explores the relationship between service quality and citizen satisfaction in the local governments of Kanchanpur District, Nepal, to understand how different dimensions of service quality influence public perceptions of local government services. The study incorporated a descriptive research design and collected data from 450 citizens selected through purposive and cluster sampling techniques from various municipalities and rural municipalities of Kanchanpur District. Primary data were gathered using structured questionnaires distributed physically among the respondents. The study indicates that reliability and assurance have a positive and significant relationship with citizen satisfaction, suggesting that citizens value dependable services and the confidence provided by local government officials. Though, responsiveness and empathy were found to have negative and statistically insignificant relationship with citizen satisfaction. The study emphasizes only on the local governments of Kanchanpur District, and further research could extend this analysis to other sectors such as banking, hospital, manufacturing and other non-governmental organizations to better understand the broader impact of service quality on customer or citizen satisfaction.

Keywords: Kanchanpur, District, Local Government, Satisfaction, Service quality, SERVQUAL

Introduction

Alawneh et al. (2013) state that user satisfaction is an essential factor that influences the continued use of e-Government services and plays a significant role in determining the success or failure of e-Government projects. Brokaj (2014) explains that local governments and policy makers should take this into account when developing suitable policies tools, and strategies to promote sustainable tourism development. The

federation consists of the legislative, executive and judicial branches. The province is the region and structure of the federal units established in accordance with the constitution. District assemblies, municipalities and local rural municipalities, each with its own executive body, make up local level governance. These local government entities are authorized by the Nepalese constitution to perform legislative, executive and judicial duties. The local government, like the federal and provincial government, is empowered by the people to make laws that are necessary. Local governments handle the expanding demands of urban and rural areas and ensure that their citizens have access to the necessities while the federal government pursues the objectives of economic development. The benefit of decentralization is the local governments may offer their inhabitants prompt, high quality services. Local government entities known as munities and rural munities are established to manage and oversee a certain area that meets certain minimum requirements for infrastructure and population. Walker and Andrews (2015) reveal that local governments play a prominent role in delivering services to the public. Nepal is a federal democratic republican nation which is individual into three levels of government namely the federation, the province (State) and the local level Governments. The governments of municipalities and rural municipalities are directly chosen by the people living in such areas in order to support the development of their respective regions. Ali and Raza (2017) express the study applied a modified SERVQUAL model by incorporating an additional dimension of compliance within the context of the service industry. Bhuvana and vasantha (2020) explained new strategies for improving service delivery. The research study analyzed the service quality of common service centers providing e-government services in order to assess the level of satisfaction among rural residents. The nature of municipal government is independent. Municipal organizations carry out a variety of important tasks. Local governments have the authority to rule themselves and make decisions on behalf of their residents. In order to prioritize prompting social and economic development, conserving and prompting the environment, ensuring public safety and security, maintaining cleanliness and sanitation, keeping the environment clean, meeting

basic community needs and taking part in national and provincial development programs, a municipality must organize and manage its administration, budgeting, policies, procedures and planning processes. Alkraihi and Ameen (2022) investigate the influence of multidimensional constructs on citizens' loyalty toward e-government services. Specially, it analyzes how service quality, trust, and satisfactions' loyalty to these services. Biswas et.al., (2024) explains that, as a part of the administrative reforms in Bangladesh, many urban local governments have established public service centers such as pourasava Digital Centre (PDC). In these centres, Information and communication technology (ICT) is widely utilized to deliver e-services in a more convenient, efficient and transparent manner.

Literature Review

Service Quality Dimensions

Service providers frequently remain uncertain about the extent of tangibilization required and the appropriate combination of other service quality dimensions namely reliability, assurance, empathy, responsiveness along with the influence of price.

Chowdhary and Prakash (2007) explains that Service providers frequently remain uncertain about the text of tangibilization required and the appropriate combination of other service quality dimensions namely reliability, assurance, empathy, responsiveness along with the influence of price. Local government service encompasses the broad array of functions and responsibilities undertaken by municipal or regional authorities to meet the needs and enhance the quality of life for residents within their jurisdiction. This service framework incorporated a wide range of activities crucial to community well-being and development. Crucial functions tend to improve public safety efforts, such as maintaining police and fire departments to protect citizens and respond to emergencies. Local governments also manage infrastructure projects, including, the construction and upkeep of roads, bridges and public transit systems, ensuring that the physical and logistical needs of the community are met. Furthermore, they handle utilities like water supply, sewage treatment, and waste management, which

fundamental to public health and daily living. Yarimoglu (2014) expresses that in recent decades, marketing literature has increasingly emphasized methods for assessing service quality and its various dimensions. Local governments frequently offer parks, libraries, recreational centers, and cultural initiatives that improve the quality of life and promote social cohesion. In order to control expansion and guarantee orderly development, managing zoning rules, land use, and building regulations is part of the important duties of urban planning and development. The population's varied needs are met by health and social services, which include social support programs and public health initiatives. Local governments manage public schools in many locations as well, which has an effect on students' educational possibilities and outcomes. According to Teeroovengadam (2022), even though it has been observed that the association between service quality and customer satisfaction has already been acknowledged, it can also be observed that there is proof that gender plays an important role in this association. This implies that gender can be considered to be a moderator of this association. All things considered, the goal of local government services is to raise the standard of living for citizens by reflecting the particular requirements and goals of the community and fostering a safe, orderly, and vibrant environment. Service quality dimensions are key criteria used to evaluate the effectiveness and value of services from a customers' perspective. These dimensions help organizations understand how well they meet customer expectation.

Empathy

The capacity to comprehend and experience another person's feelings is known as empathy. It involves not just recognizing what someone else is going through but also connecting with their emotions on a deeper level. Empathy can help build stronger relationships, foster compassion, and improve communication. Empathy is about giving clients personalized, thoughtful attention. The capacity to show compassion and provide each customer with individual attention is known as empathy. The research conducted by Ingrid et al. (2023) is dedicated to expanding knowledge about empathy in the field

of medicine, as well as stimulating new research efforts aimed at enhancing medical practice. More precisely, Ingrid et al. emphasize the significance of empathy displayed by healthcare practitioners as an essential factor that builds up relationship between caregivers and patients, facilitating better communication and providing positive experience during the treatment process. Furthermore, the researchers consider the possible factors affecting empathy in healthcare employees, including training, organizational context, and individual traits of nurses. Moreover, the paper describes the research methodologies applied to explore empathy and its measurement techniques, evaluating their efficacy and accuracy.

Responsiveness

Responsiveness refers to how quickly and effectively an organization or individual responds to needs or changes. It incorporates being and adaptable, ensuring that reactions are timely and appropriate. In personal relationships, it means understanding and addressing the emotions or needs of others with care. In customer service, it highlights how quickly and efficiently concerns or inquiries are handled. In technology, it denotes how well a system reacts to user inputs, providing a seamless and efficient experience. Overall, responsiveness highlights the importance of attentiveness and agility in various contexts. Peter et. al, (2015) the subjective aspect of responsiveness processes the degree to which individuals perceive that their representatives are genuinely attentive to their needs and desires is the subject of this essay.

Guy and Tara (2022) the growing body of research on the interconnections amongst these three categories of actors offers a wealth of theoretical and empirical material for expanding our knowledge of accountability and responsiveness in low- and middle-income nations as well as elsewhere.

Reliability

Reliability refers to the consistency and dependability of something or someone over time. It means that a person, system, or product performs its intended function accurately and consistently without frequent failure. In relationships, reliability involves

being dependable and keeping promises or commitments. In technology or equipment, reliability signifies that the device operates as expected and is resistant to breakdowns or errors. The concepts of validity and reliability are interpreted within the context of qualitative research, and several techniques are presented to strengthen the rigor of the investigation. Marcos et al., (2021) recently, there has been a growing focus on the difficulty of determining the reliability of internet data. Pill (2022) describes the concepts of validity and reliability is interpreted within the context of qualitative research, and several techniques are presented to strength the rigor of the investigation.

Assurance

Assurance is the confidence or certainty provided to others about the reliability or quality of something. It often involves a guarantee or promise that certain standards will be met or that specific outcomes will be achieved. In personal interactions, assurance can mean offering support and reassurance to alleviate concerns or doubts. In business, assurance might come in the form of warranties or quality guarantees that ensure products or services meet specified criteria. In a broader sense, assurance helps to build trust and credibility by providing a sense of security and dependability. Venter and Van ECK (2021) describes that the assurance of non- financial information (NFI) presented in extended external reports (EERs) has become a global practice with significant implications for businesses, investors, other stakeholders, and society at large.

Citizen's Satisfaction

Citizen satisfaction reflects the degree to which individuals are content with the services, policies, and overall governance provided by their government or public institutions. It comprises factors such as the quality of public services, responsiveness to citizen needs, and transparency in operations. High levels of citizen satisfaction typically indicate effective governance and successful implementation of policies. It can also influence public trust and engagement with government initiatives. Measuring citizen satisfactions helps identify areas for improvement and ensures that public service align with the needs and expectations of the community. Soojin et al. (2024) the results,

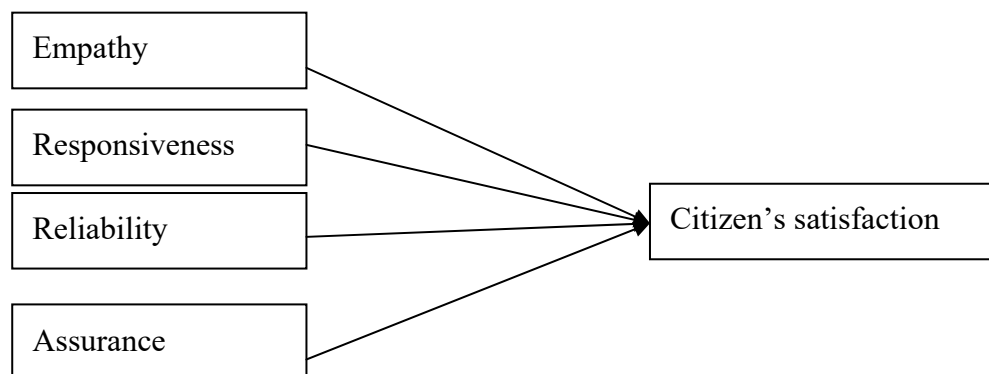
which came from a literature search of 12 prestigious public administration publications, show that citizen happiness has drawn a lot of scholarly interest as a performance metric for tracking and evaluating public service delivery, especially locally. Wu et al. (2026) explains that limited research has examined how various forms of community satisfaction influence citizens' participation in coproduction, as well as the role of perceived community attachment in shaping this relationship.

Conceptual Framework

The conceptual framework for this research paper was formulated using an analysis of pertinent literature and the discussion stated above. This framework aims at evaluating the issue of service quality and its effect on the citizens' satisfaction level with the services offered by the local government. This framework will enable us to establish the connection between the variable of service quality and that of citizens' satisfaction with services.

Figure 1

Conceptual Framework



Techniques of Measurement of Service Quality

Assessing service quality is essential it provides important insights into customer satisfaction and helps organizations identify areas for improvement. It also assists organizations in strengthening customer loyalty and achieving a competitive advantage. By analyzing customer experiences, service providers can recognize their strengths and

weaknesses, align their services with customer expectations, and ultimately enhance overall organizational performance. Various approaches, models and techniques for measuring service quality have been discussed in different sources such as academic journals, books and online platforms.

- a) Servqual model
- b) Servperf model
- c) Mystery shopping
- d) Customer surveys
- e) Service metrics

Servqual Model

Shi and Shang (2020) reveals that the SERVQUAL model consists of five key dimensions and 22 measurement items, including tangibility, reliability, responsiveness, assurance and empathy. SERVQUAL stands for “Service Quality” under this technique of service Quality Measurement the research tries to understand the five dimensions(aspects) of quality service. The five dimensions of quality that are studied under this model of measurement of service quality are: Reliability, Responsiveness, Assurance, Empathy and Tangibles. These dimensions determine the quality of service. After determining the dimension of service the evaluation then conducts a survey by using two sets of questionnaire containing 22 pairs of questions and having a Likert-style scale of one to seven. One questionnaire is meant for measuring perception of the consumer on the quality of service he/she received and the questionnaire is used for determine his/her expectations. Respondents are asked to describe the perceived quality of service on several dimensions on a rating scale f 1 to 7, 1 being strongly disagree and 7 being strongly agree against the 21 items. Similarly for another set of questionnaires the same respondent has to respondents has to respond on his expectation against the given items.

Similarly for another set of questionnaire the same respondent has to respond his expectation against the given items. Quality of service is determined on the basis of gap between consumer's perceived quality and consumer's expectation (Watkins, 2002). Parasuraman, Zeithami and Berry SERVQUAL model aims to measure service quality by assessing the gap between customer's expectation and customer's perception. It uses a Gap analysis approach to determine the difference customer's expectation and customer's perception on quality. It reveals the gap between what customers want and that they get and suggest areas for improvement. SERVQUAL model assumes that service quality is a function of the discrepancy (gap) between what customers expect and what they receive and that higher gaps indicate lower quality and vice versa (Parasuraman et al, 1988). Thus this method aims to capture and measure the service quality experienced customers.

SERVPERF Stands for “Service Performance”.

Cronin and Taylor (1992) proposed SERVPERF model to measure the quality of health care service through patients' perceptions. The SERVPERF questionnaire measure quality on a 7 point scale 1 being very dissatisfied and 7 being very satisfied. It includes 22 items (questions) in 5 dimensions of quality. The five dimensions are; Reliability, Responsiveness, assurance, Empathy and Tangibles. This tool merely considers the customer's perceptions regarding quality. It does not consider customers expectation of service quality. This model assumes that service quality is a direct reflection of service performance and that higher perceptions indicate higher quality. SERVPERF can help business evaluate the effectiveness of their service delivery and enhance customer satisfaction. SERVQUAL considers both expectation and perception of customer on service quality but SERVPERF only considers perception of quality. SERVPERF provides a straight forward assessment of service quality. It is preferable when a researcher wants to measure the overall satisfaction and loyalty of the customers. The SERVPERF model of Cronin and Taylor is a more accurate measurement for service quality in comparison with SERVQUAL (Cronin & Taylor, 1994; Seth et al., 2005)

The following hypotheses were developed;

H1: Service quality significantly influences citizen satisfaction.

H1a: Reliability positively affects citizen satisfaction.

H1b: Assurance positively affects s citizen satisfaction.

H1c: Responsiveness significantly affects citizen satisfaction.

H1d: Empathy significantly affects citizen satisfaction.

Mystery Shopping

Businesses employ people to go undercover as mystery shoppers in an effort to learn more about the caliber of customer care. This technique is known as mystery shopping. Thus technique is a valuable tool for evaluating service quality of shoppers which involves the following procedures. (Koch, n. d.; Stucker, 2017)

- a) Planning: The first step is to determine what exact areas of service quality must be observed through mystery shopping, such as employee conduct, cleanliness, and general service quality.
- b) Implementation: In this step, trained mystery shoppers are recruited and dispatched to the organization where they observe and assess service quality as a regular customer utilizing a checklist provided in advance.
- c) Observation: As a mystery shopper, they pay attention to such aspects as how clean the place is, how employees treat their customers, and how good the overall service is.
- d) Documentation: After they leave the establishment, they prepare a written report describing everything they have noticed there.
- e) Reporting: The final stage of the process involves preparing a thorough report on the positive sides and areas for improvement in the service based on the findings of mystery shopping.

Customer Surveys

In this method a well-defined questionnaire with précised questions focused on measuring service quality and customer satisfaction is developed and this questionnaire form is distributed through multiple channels to reach a diverse range of customers. The respondents who are the service receivers are requested to fill the form and then submit back to the sender. Open ended questions are also incorporated. After collecting the data survey are analyzed to identify patterns, strengths and area for enhancement. Then improvement and changes are made in the delivery of customer service system. Customer survey helps to get feedback from customers and learn about their satisfaction levels, expectations and preferences. (Question Pro. com)

Service Metrics

When using service metrics to evaluate a service's performance, characteristics including assurance, dependability and responsiveness are assessed. These metrics consist of measuring customer wait time, first contact resolution and compliance with service level agreements. By measuring service metrics business can identify areas for improvements, by measuring service metrics business can identify areas can identify areas for improve overall service quality.

Methodology

In this research quantitative research method was used. It describes research objectives through empirical assessments. As Yin (2013) indicates, quantitative research is ideal for the purpose of producing numerical data among large numbers of people, mainly through the use of well-defined instruments like questionnaires for primary data gathering. Since this research will look into the relationship between the independent variables, reliability, assurance, responsiveness, and empathy, and the dependent variable citizens' satisfaction, the use of the quantitative research strategy will be more appropriate.

In this regard, according to Creswell (2013), the quantitative research strategy is commonly used in studies of correlational nature where relationships among variables are identified. Similarly, Leigh (2019) asserts that the quantitative research strategy is marked by the systematic planning, designing, and execution of approaches in the process of data collection and analysis. Hence, given that there is an availability of a population of citizens in local government areas, it makes more sense to adopt the quantitative research strategy.

In this study, the target population comprises citizens belonging to government organizations in the district of Kanchanpur, as the aim is to evaluate the degree of satisfaction that exists in regards to public service delivery. The total population of the district is 513,757 people. In terms of data collection, purposive and cluster sampling methods were used, and a sample size of 450 people was identified as appropriate for the current study. The collected data were then analyzed using SPSS version 25.0.

Table 1

Reliability results

No.	Variables	Cronbach Alpha	No. of items
<u>1</u>	Reliability	<u>0.80</u>	<u>8</u>
<u>2</u>	Assurance	<u>0.71</u>	<u>8</u>
<u>3</u>	Responsiveness	<u>0.84</u>	<u>6</u>
<u>4</u>	Empathy	<u>0.87</u>	<u>5</u>
<u>5</u>	Citizen's satisfaction	<u>0.80</u>	<u>10</u>

The Cronbach alpha value for Reliability, Assurance, Responsiveness, Empathy and Citizen's satisfaction was measured using SPSS-22 version software. The alpha values are higher than 0.70 it means the internal consistency of the data is found to be good.

Following are the details of samples taken from each municipality and executive in local governments which are selected for the study

Table 2*Sample Size and Sample Distribution*

S. No	Name of the Local Governments	Sample Size
1	BedKot Municipality	45
2	Belaury Municipality	45
3	Beldadi Rural Municipality	40
4	Bheemdatt Municipality	100
5	DodharaChadani Municipality	45
6	Krishanapur Municipality	45
7	Laljhadi Rural Municipality	40
8	Punarwash Municipality	45
9	Suklaphanta Municipality	45
	Total	450

Demographic profiles

Demographic profiles of the respondents are tabulated as under in Table 3.

Table 3*Demographic Profiles of the Respondents*

Particulars	Frequency	Percentage
Gender		
Male	291	65%
Female	159	35%
Ethnicity		
Urban Area	300	66%
Village Area	150	34%
Physical Challenge		
Normal	430	95%
Specially abled	20	05%
Education		
Intermediate	219	46%
Bachelor	155	33%
Master	66	14%
others	10	03%
Marital Status		
Married	300	67%
Unmarried	150	33%

Table 3 highlights the demographics of the survey participants. The table gives the breakdown of the respondents according to gender, place of residence, physical condition, educational qualification, and marital status. With regard to the gender breakdown, a large number of the respondents are males who constitute 65 percent (291) of the total number of participants, while females form 35 percent (159). With regard to their place of residence, 66 percent (300) of the total respondents come from urban areas, while only 34 percent (150) of the respondents come from villages. In terms of physical conditions, 95 percent (430) of the respondents are physically normal, while the rest 5 percent (20) of them are specially abled. In relation to their education qualification, 46 percent (219) of the respondents have intermediate level of education, 33 percent (155) have bachelor's degrees, 14 percent (66) have masters' degrees, while the rest 3 percent (10) have other qualifications. Concerning marital status, 67 percent (300) of the respondents are married, while 33 percent (150) are singles.

Results and Discussion

Table 4

Correlation between Dependent and Independent variables

Variable		Summated scale of Service Quality
Reliability	Pearson Correlation	.377 ^{**}
	Sig. (2-tailed)	.000
Assurance	Pearson Correlation	.151
		.000
Responsiveness	Sig. (2-tailed)	-.183
		.000
Empathy	Pearson Correlation	-0.40
		0.392

. **. Correlation is significant at the 0.01 level (2-tailed).

In Table 4, the results from the correlation analysis conducted between Service Quality (the dependent variable) and four independent variables: Reliability, Assurance, Responsiveness, and Empathy are presented. From these findings, there are differences in the levels and correlations existing amongst the aforementioned variables.

Reliability has a moderate and positive correlation with Service Quality ($r = 0.377$, $p < 0.05$) and, therefore, when the value for the former increases, then so does that of Service Quality in a noticeable manner. On the other hand, Assurance has a positive but weak correlation with Service Quality ($r = 0.151$, $p < 0.05$), and hence indicates an insignificant increase in the value for the latter.

Responsiveness, on the other hand, has a weak negative correlation with Service Quality ($r = -0.183$, $p < 0.05$), and hence indicates that when the value for the former increases, it slightly reduces that of Service Quality. Additionally, Empathy has a negative correlation with Service Quality ($r = -0.40$); however, since this is not statistically significant ($p = 0.392$), the two variables can be said to be insignificantly correlated.

Table-5

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.483	0.234	0.220	6.58692

Table 5 provides a summary of the regression analysis performed to test the relationship between the independent variables (assurance, reliability, responsiveness, and empathy) and the dependent variable, citizen satisfaction. The correlation coefficient (R) is 0.483, which means there exists a moderate positive relationship between the four independent variables together and citizen satisfaction. It implies that improvements in the service quality dimensions are positively associated with increased citizen satisfaction. The coefficient of determination (R Square) is 0.234. Hence, 23.4% of the changes in citizen satisfaction can be attributed to the independent variables included in the study. This means that other than the four independent variables, 76.6% of changes in citizen satisfaction are influenced by other factors not captured in this research.

Adjusted R square, which is a modified version of r square that adjusts for the number of predictors, is 0.220. The standard error of the estimate, which shows how far the observed values deviate from the regression line, is 6.58692.

Table-6*Regression Analysis*

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.604	4.992		3.927	.000
	Summated scale of Reliability	0.628	.061	.464	10.379	.000
	Summated scale of Assurance	.380	.072	.233	5.302	.000
	Summated scale of Responsiveness	-.860	.180	-.200	-4.785	.000
	Summated scale of Empathy	.171	.096	.082	1.77	.077

Table 6 reveals the impact of various dimensions of local government service on citizen satisfaction through the regression analysis. The intercept, at 19.604($p=0.000$), shows the baseline level of citizen satisfaction. Among the service dimensions, reliability has the most significant positive effect on satisfaction ($B=0.628$, $Beta=0.464$, $p=0.000$), indicating that reliability in services strongly enhances satisfaction. Assurance also positively influences satisfaction ($B=0.380$, $Beta=0.233$, $p = 0.000$), suggesting that when citizens feel assured by local services, satisfaction rises. Responsiveness has a negative impact on satisfaction ($B = -0.860$, $Beta = -0.200$, $p = 0.000$), implying that poor responsiveness decrease satisfaction. Empathy shows a slight positive relationship with satisfaction ($B = 0.171$, $Beta = 0.082$), but this effect is not statistically significant ($p = 0.077$). The model explains 24.3 percent of the variance in citizen satisfaction ($R^2 = 0.243$), and the overall model is statistically significant ($F = 35.797$, $p = 0.000$), endorsing that these factors collectively impact satisfaction.

Conclusion

This study explored the relationship between service quality dimensions reliability, responsiveness and empathy and citizen's satisfaction in the local government of kanchanpur District, Nepal. Using primary data collected from 450 respondents and analyzed through correlation and regression techniques, the findings provide important insights into how service quality influence public perceptions. The results demonstrate the reliability and assurance are the most significant determinants of citizen satisfaction. Reliability shows the strongest positive effect ($\beta = 0.464$, $p < 0.001$), followed by assurance the reliability and assurance are the most significant determinants of citizen satisfaction. This implies that citizens place high value on consistent, dependable service and the confidence instilled by knowledgeable and trustworthy local government officials. In contrast, responsiveness exhibits a significant negative relationship with citizen satisfaction ($\beta = -0.200$, $p < 0.001$), implying that delays or inefficiencies in responding to citizen needs reduce overall satisfaction. Though empathy reveals a positive coefficient ($\beta = 0.082$), its effect is statistically insignificant ($p = 0.077$), demonstrating that personalized attention alone does not strongly influence satisfaction in this context. The model describes 23.4% of the variation in satisfaction ($R^2 = 0.234$), suggesting that service quality dimensions are important, other factors such as transparency, accessibility, governance practices and socio- economic conditions also play a substantial role. Altogether, the findings confirm that improving service reliability and assurance should be a priority for local governments in kanchanpur to enhance citizen satisfaction. Simultaneously, efforts should be address gas in responsiveness and strength citizen- oriented service delivery mechanisms. This study is limited to local governments within KanchanpurDistrict, therefore, future research is recommended to comprise other regions and sectors (Such as banking, healthcare, and private services) to provide a more comprehensive understanding of service quality and satisfaction dynamics.

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Questionnaire

Measurement of the Dimensions/Aspects of Service Quality and Citizen Satisfaction on the 5 point Likert scale. Please put tick marks on the appropriate alternative answers as it is designed as:

Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree

		Measurement Scale				
S.No.	Statement (Items) (Factor Variable)	SDA 1	DA 2	N 3	A 4	SA 5
Quality Service Factors						
A. Reliability Aspect/Factors						
1.	The administrative and others staff of the local government of kanchanpur are trustworthy and reliable and do what they promise.					
2.	All the staff of local governments of kanchanpur perform their duties of delivering services accurately.					
3.	I feel well and confident while interacting with the officials of local government.					
4.	All the staff of local government of kanchanpur has the necessary knowledge and skills for the completion of administrative act relating to the functions of the department.					
5.	The administrative and others staff give direct response to the needs and requirement of citizen.					
6.	Municipality and rural municipality staff is always cooperative and helpful. They also share knowledge and information among service receivers.					
7	The staff performs their work meticulously and with diligent effort. They are honest too.					
8	I feel confident that my problems will be solved by the staff of local government.					

B. Assurance Aspects/Factors						
1	When encountering a problem the local government shows understanding and interest in solving it. They also seek feedback from citizens.					
2	Local government provides services in the time promised and show faith, trust, and confidence.					
3	The officials of the ward offices and head office maintains records of transaction with accurate information relating to various services. Transparency of records is also maintained.					
4	Local government has gained goodwill and fame regarding the delivery of quality services.					
5	Local government officials always perform outstanding service delivery They are always present in their desk.					
6	Local government has received credential certificates and awards on quality performance matters					
7	Employees of local government are well trained and knowledgeable.					
8	Employee pays attention to the problems of service receivers.					
C) Responsiveness Aspect/Factor						
1	The staff of the local government informs people directly, clearly and accurately in regards to the procedures and the time of completion of any administrative work.					
2	The staff of the local government is always ready to serve promptly.					
3	Continuous workload of of the administrative and office staff does not prevent employees to respond quickly to requirements of the citizens.					
4	Usually the response from the administrative and other staff of the local government of Kanchanpuris immediate.					

5	The staff of the local government pays attention to the citizen problems quickly. They understands what service receivers want.					
D. Empathy Aspect/Factor						
1	The administrative department and others employees acknowledge and fully understand the needs, feelings of citizens.					
2	Employees give special attention to each individual citizen. They treat customers respectfully and quickly respond to inquiries					
3	Employees provide personalized service concerning the specific needs of every citizen.					
4	Local government offers public service hours that suit citizen needs.					
5	The top priority of administrative department and others employees are securing the interest of citizen.					
6	The employees have the ability to understand the feeling of citizens who ask for help in the time of distress and suffering caused due to natural calamities					
7	The employee feels empathy towards the poor people who come for help. They show care and attention.					
Citizen Satisfaction						
1	The service provided to me was just what I needed.					
2	Generally I was pleased with transactions at local government. The services are reliable.					
3	There are enough human resource for service delivery.					
4	I never feel boring or frustrated when I visit the office of municipality.					
5	The services delivered to me and the physical development and cleanliness of municipality office area has always given me pleasure and happiness.					
6	Employees are always available for delivering					

	services to the citizens..They don't take bribe and discourage favoritism and nepotism.					
7	I am content with the services delivered by the staff of municipality					
8	The officials always welcome visitors					
9	Local government disseminates service related information to its citizens effectively.					
10	Local government effectively manages grievance handling system. Complaints are redressed by the municipality promptly.					