

Customer Satisfaction Survey

The MOFPS is a party to the Government of Jamaica Service Excellence Policy, which the Office of the Cabinet recently published. The Service Excellence Policy establishes service delivery standards that place the customer at the centre of the operations towards attaining increased satisfaction levels and value for our customers. Critical to this effort is engaging our customers in a structured and repeatable manner to understand their perception of the Ministry's current service delivery performance.

To assist with this objective, the Ministry of Finance and the Public Service has contracted the services of Bluedot Insights to execute its annual Customer Satisfaction Survey. Bluedot Insights is an industry leader in market research and emerged successful at the end of a competitive procurement process and was awarded the contract.

Representatives from Bluedot Insights are expected to conduct fieldwork between September 26, 2022, to October 30, 2022.

This involves contacting the Ministry of Finance and the Public Service's customers and stakeholders, via telephone and/or email, to seek their participation in the survey. Your cooperation is being requested to facilitate this important exercise towards enhancing service delivery.

For further information, please contact:
Ministry of Finance and the Public Service
Customer Service Branch
custserv@mof.gov.jm