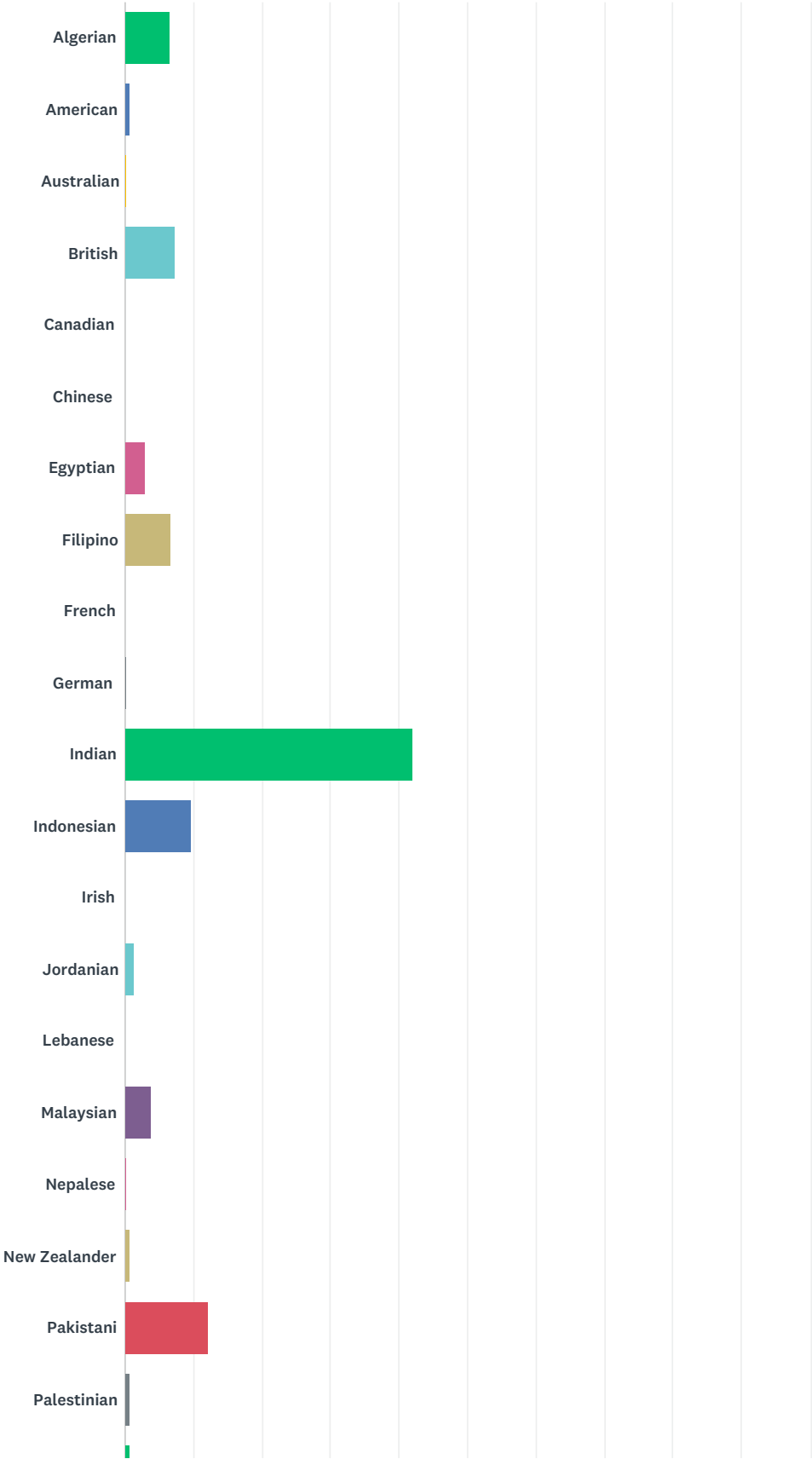
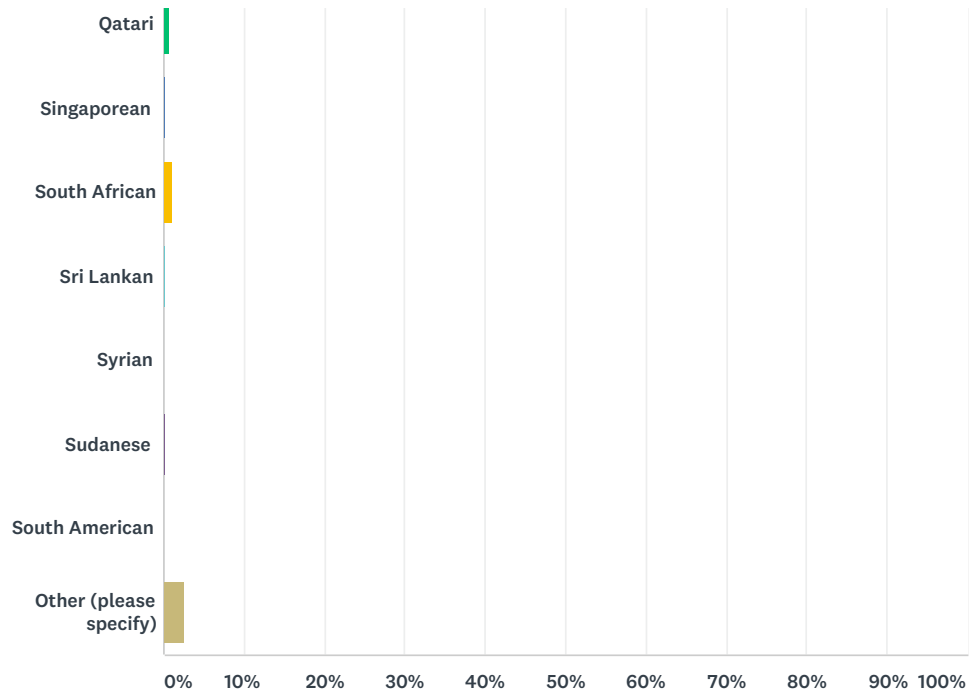


# Q1 Please Specify Your Nationality

Answered: 463 Skipped: 0



## Al Khor Community 2018 Customer Satisfaction Survey



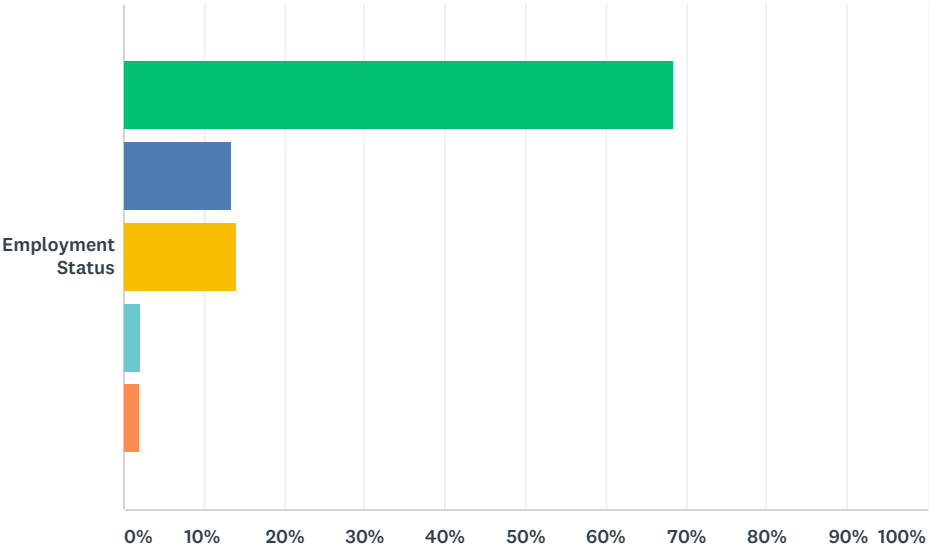
ANSWER CHOICES	RESPONSES
Algerian	6.48% 30
American	0.65% 3
Australian	0.22% 1
British	7.34% 34
Canadian	0.00% 0
Chinese	0.00% 0
Egyptian	3.02% 14
Filipino	6.70% 31
French	0.00% 0
German	0.22% 1
Indian	42.12% 195
Indonesian	9.72% 45
Irish	0.00% 0
Jordanian	1.30% 6
Lebanese	0.00% 0
Malaysian	3.67% 17
Nepalese	0.22% 1
New Zealander	0.65% 3
Pakistani	12.10% 56
Palestinian	0.65% 3
Qatari	0.65% 3
Singaporean	0.22% 1

## Al Khor Community 2018 Customer Satisfaction Survey

South African	1.08%	5
Sri Lankan	0.22%	1
Syrian	0.00%	0
Sudanese	0.22%	1
South American	0.00%	0
Other (please specify)	2.59%	12
TOTAL		463

Q2 Please Specify your Employment Status

Answered: 463 Skipped: 0

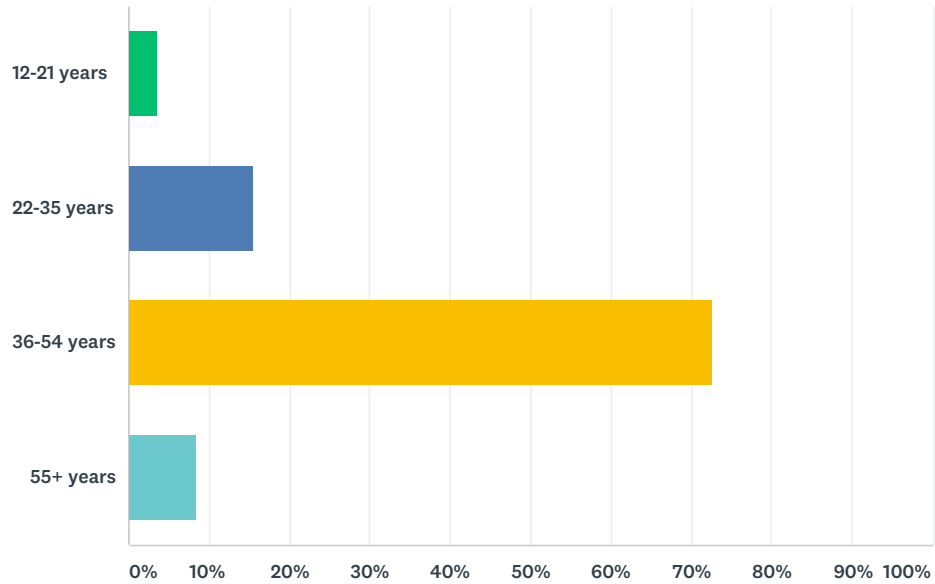


QG Employee    Family Member    AKIS Employee  
Non AKC Resident    Other (Specify below)

	QG EMPLOYEE	FAMILY MEMBER	AKIS EMPLOYEE	NON AKC RESIDENT	OTHER(SPECIFY BELOW)	TOTAL
Employment Status	68.47% 317	13.39% 62	14.04% 65	2.16% 10	1.94% 9	463

### Q3 Please Specify your Age

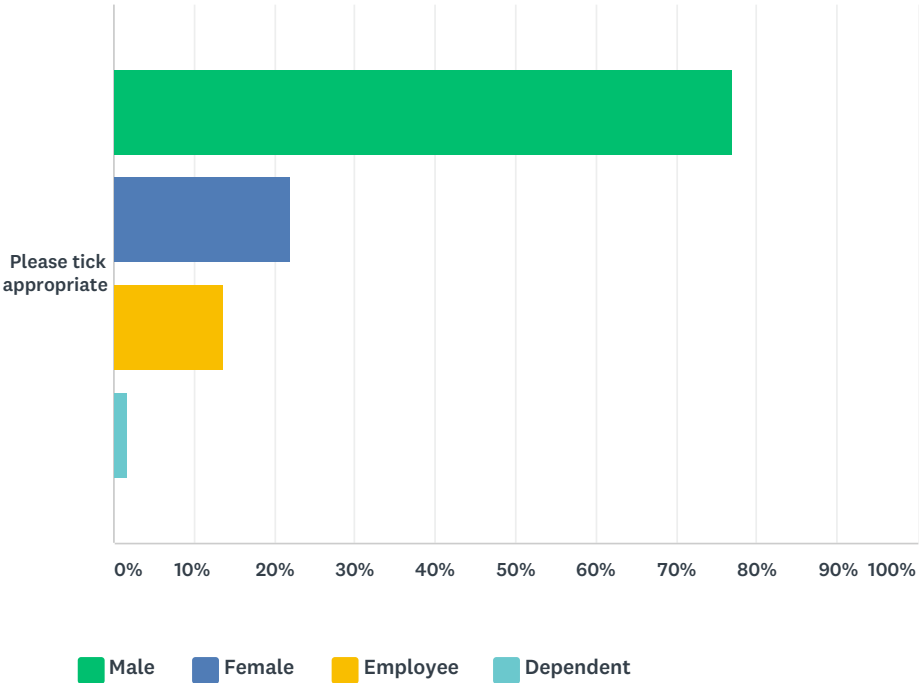
Answered: 463 Skipped: 0



ANSWER CHOICES	RESPONSES	
12-21 years	3.46%	16
22-35 years	15.55%	72
36-54 years	72.57%	336
55+ years	8.42%	39
TOTAL		463

Q4 Please specify some personal information

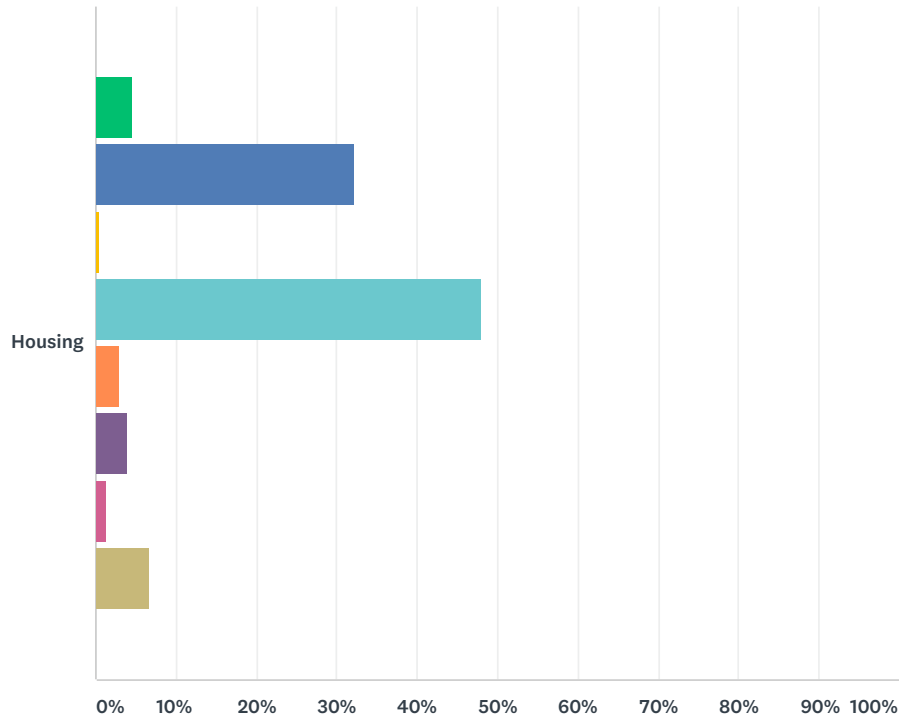
Answered: 463    Skipped: 0



	MALE	FEMALE	EMPLOYEE	DEPENDENT	TOTAL RESPONDENTS
Please tick appropriate	76.89% 356	22.03% 102	13.61% 63	1.73% 8	463

## Q5 Please Specify Your 'Housing Type'

Answered: 463 Skipped: 0



■ Villa A + Dolphin (4 bedroom) 
 ■ Villa B (4 bedroom) 
 ■ Villa Ex (4 bedroom) 
 ■ Apartment C (3 bedroom) 
 ■ Apartment D (1 bedroom) 
 ■ Apartment D+ (2 bedroom) 
 ■ Apartment E (2 bedroom) 
 ■ Non- AKC Resident

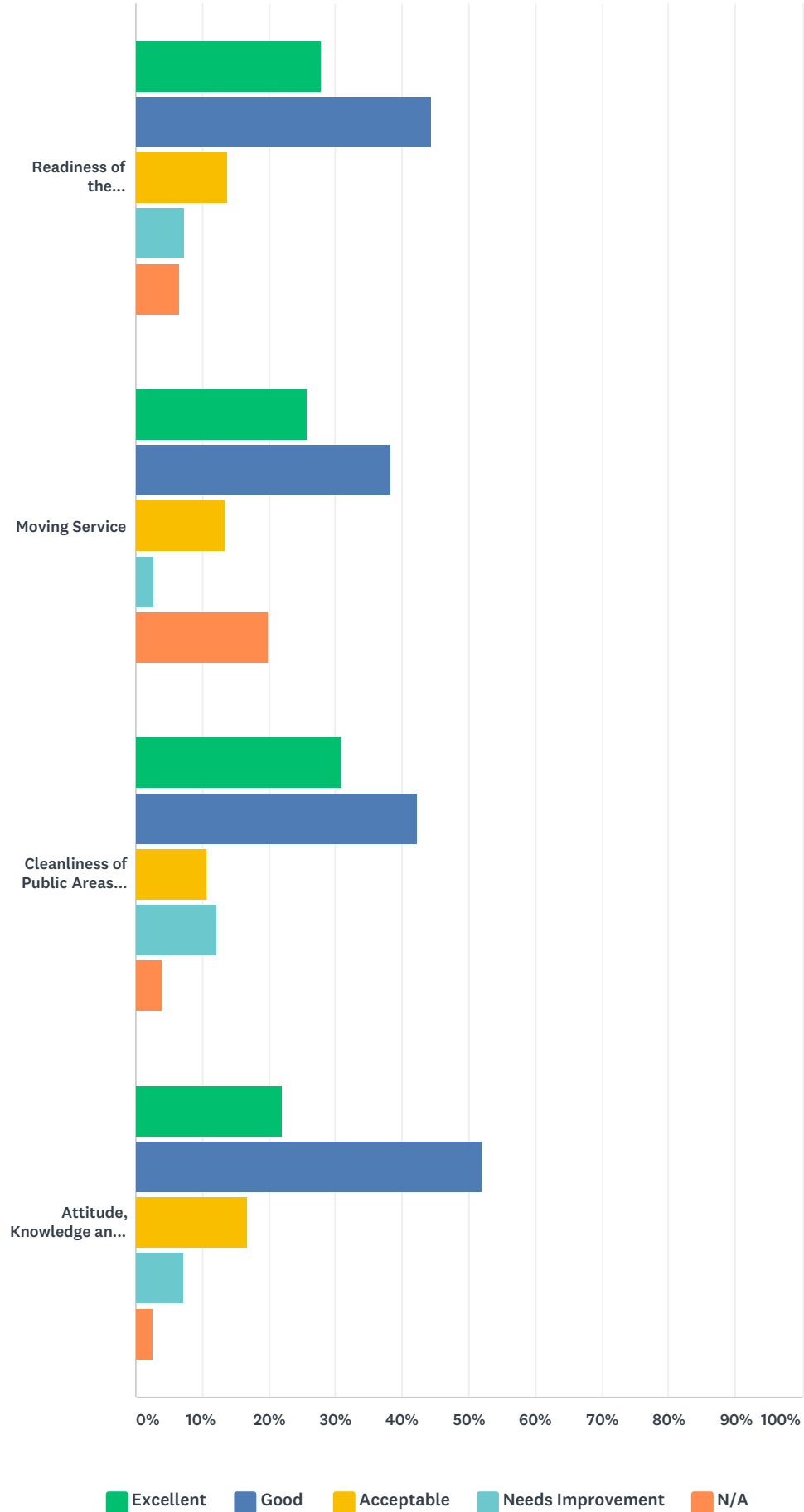
	VILLA A + DOLPHIN (4 BEDROOM)	VILLA B (4 BEDROOM)	VILLA EX (4 BEDROOM)	APARTMENT C (3 BEDROOM)	APARTMENT D (1 BEDROOM)	APARTMENT D+ (2 BEDROOM)	APARTMENT E (2 BEDROOM)	NON- AKC RESIDENT	TOTAL
Housing	4.54% 21	32.18% 149	0.43% 2	47.95% 222	3.02% 14	3.89% 18	1.30% 6	6.70% 31	

## Q6 Overall, how do you rate the 'Housing Services' in AKC?

Answered: 463   Skipped: 0



## Al Khor Community 2018 Customer Satisfaction Survey

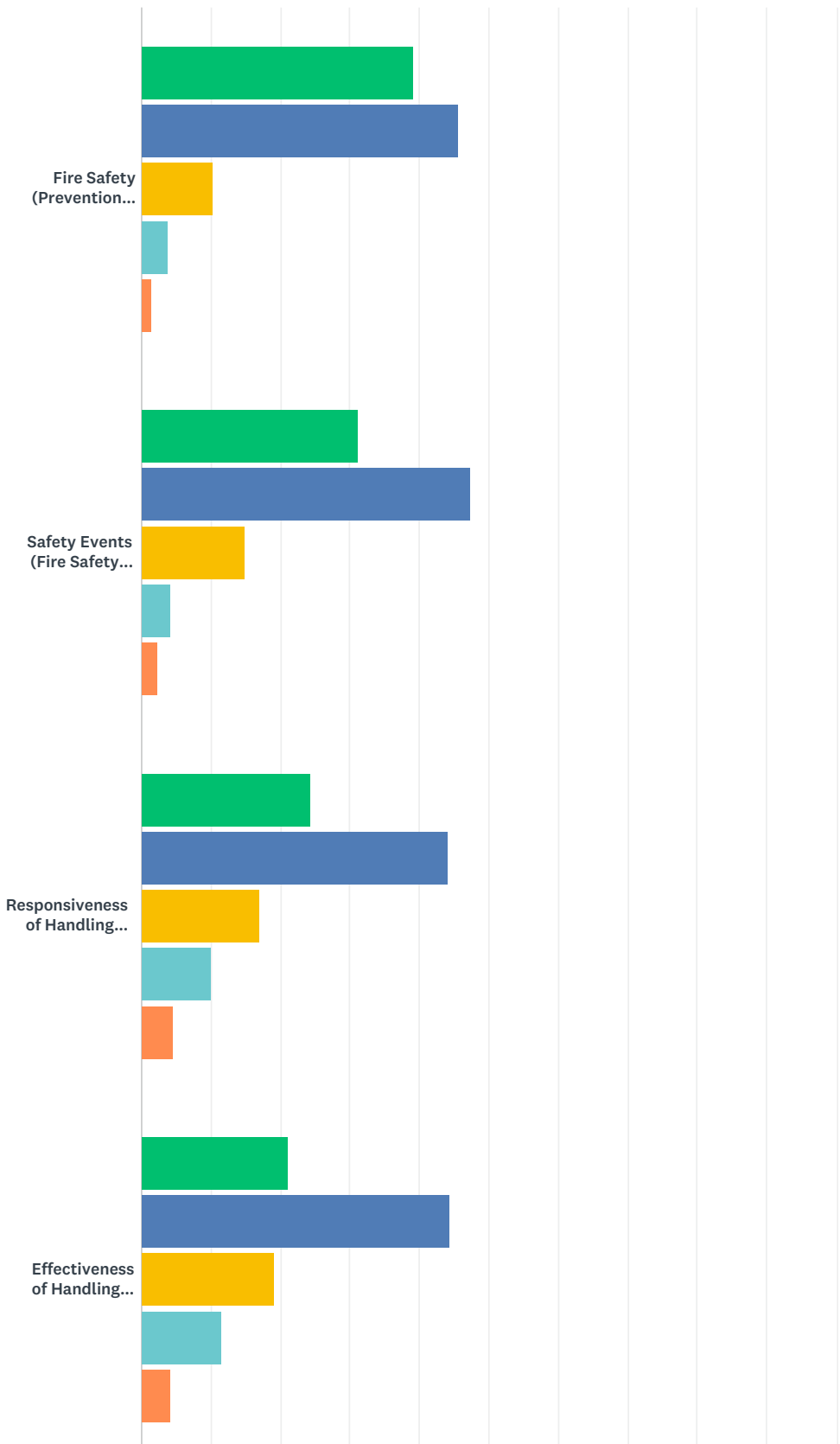


## Al Khor Community 2018 Customer Satisfaction Survey

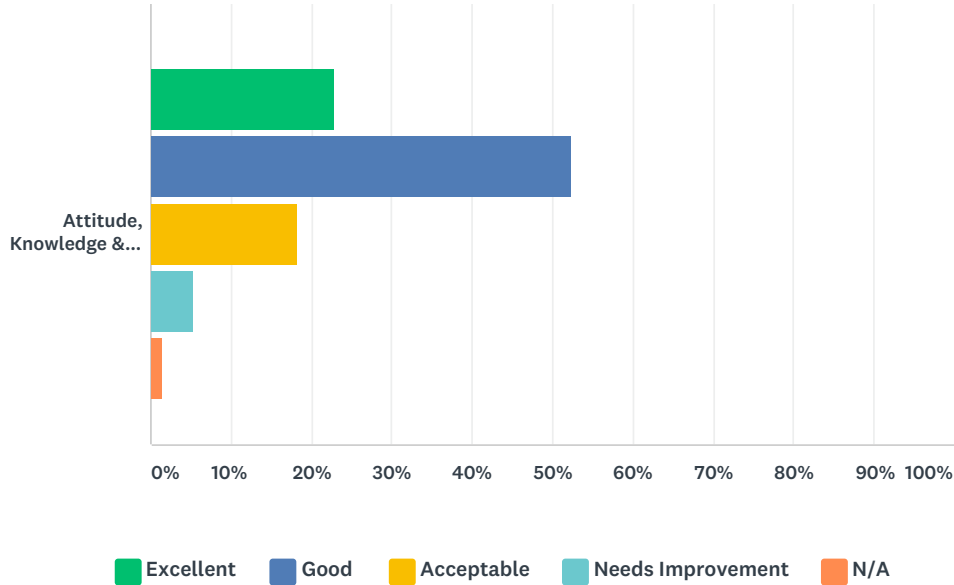
	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Readiness of the House/Apartment	27.92% 129	44.37% 205	13.85% 64	7.36% 34	6.49% 30	462
Moving Service	25.72% 116	38.36% 173	13.30% 60	2.66% 12	19.96% 90	451
Cleanliness of Public Areas (Public Areas, Staircases etc)	30.99% 141	42.20% 192	10.77% 49	12.09% 55	3.96% 18	455
Attitude, Knowledge and Efficiency of Staff	21.93% 100	51.97% 237	16.67% 76	7.02% 32	2.41% 11	456

Q7 Overall, how do you rate the 'Safety programs' in AKC (part of HSEQ Group)?

Answered: 463 Skipped: 0



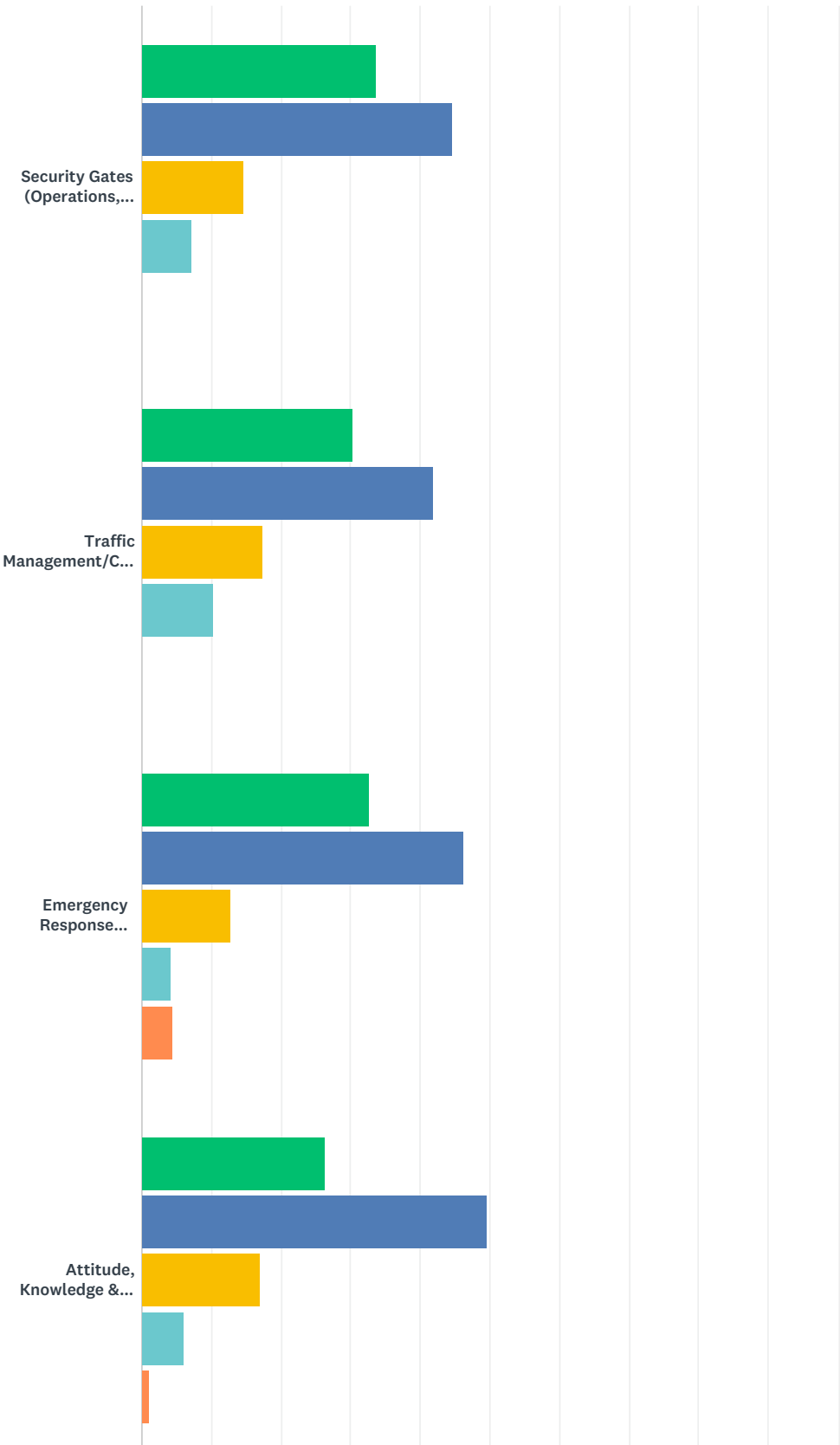
## Al Khor Community 2018 Customer Satisfaction Survey



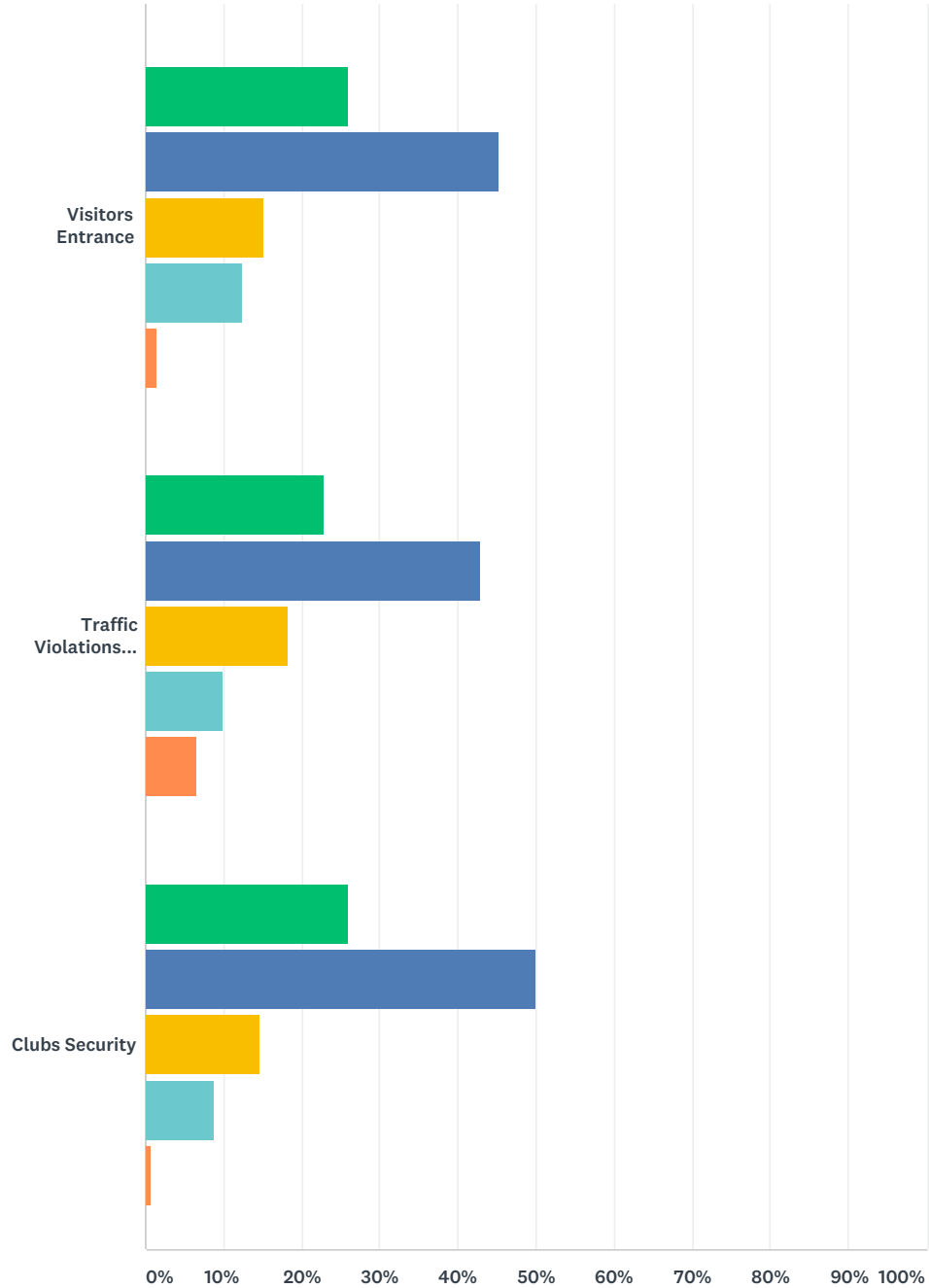
	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Fire Safety (Prevention Programs, Smoke detector, Fire Extinguishers/Equipment)	39.09% 181	45.57% 211	10.15% 47	3.67% 17	1.51% 7	463
Safety Events (Fire Safety, Road Safety, First Aid/CPR etc)	31.22% 143	47.38% 217	14.85% 68	4.15% 19	2.40% 11	458
Responsiveness of Handling Complaints (NON MAINTENANCE ISSUES-Easy to Contact, Timeliness of Response)	24.24% 111	44.10% 202	17.03% 78	10.04% 46	4.59% 21	458
Effectiveness of Handling Complaints (NON MAINTENANCE ISSUES- Are Problems Resolved Effectively and Satisfactory)	21.15% 96	44.27% 201	18.94% 86	11.45% 52	4.19% 19	454
Attitude, Knowledge & Efficiency of Staff	22.79% 103	52.21% 236	18.14% 82	5.31% 24	1.55% 7	452

Q8 Overall, how do you rate the 'Security Services' in AKC (part of HSEQ Group)?

Answered: 463 Skipped: 0



## Al Khor Community 2018 Customer Satisfaction Survey



■ Excellent 
 ■ Good 
 ■ Acceptable 
 ■ Needs Improvement 
 ■ N/A

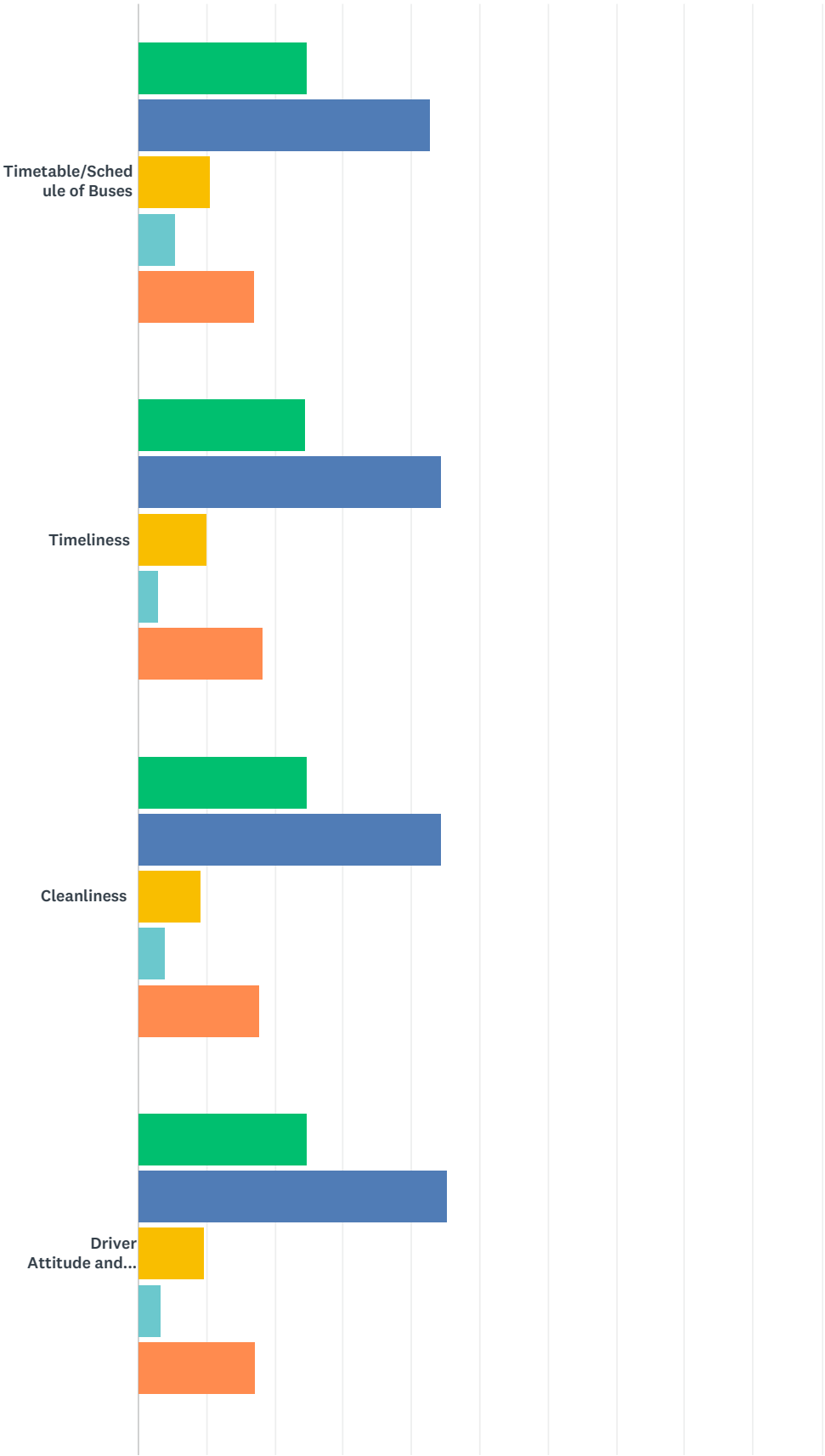
	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Security Gates (Operations, Handling)	33.69% 156	44.49% 206	14.69% 68	7.13% 33	0.00% 0	463
Traffic Management/Control	30.35% 139	41.92% 192	17.47% 80	10.26% 47	0.00% 0	458
Emergency Response (Timeliness, Easy to Contact, Effectiveness of Response)	32.60% 149	46.17% 211	12.69% 58	4.16% 19	4.38% 20	457
Attitude, Knowledge & Efficiency of Staff	26.30% 121	49.57% 228	16.96% 78	6.09% 28	1.09% 5	460
Visitors Entrance	25.87% 119	45.22% 208	15.00% 69	12.39% 57	1.52% 7	460

## Al Khor Community 2018 Customer Satisfaction Survey

Traffic Violations Procedure	22.71% 104	42.79% 196	18.12% 83	9.83% 45	6.55% 30	458
Clubs Security	25.98% 119	50.00% 229	14.63% 67	8.73% 40	0.66% 3	458

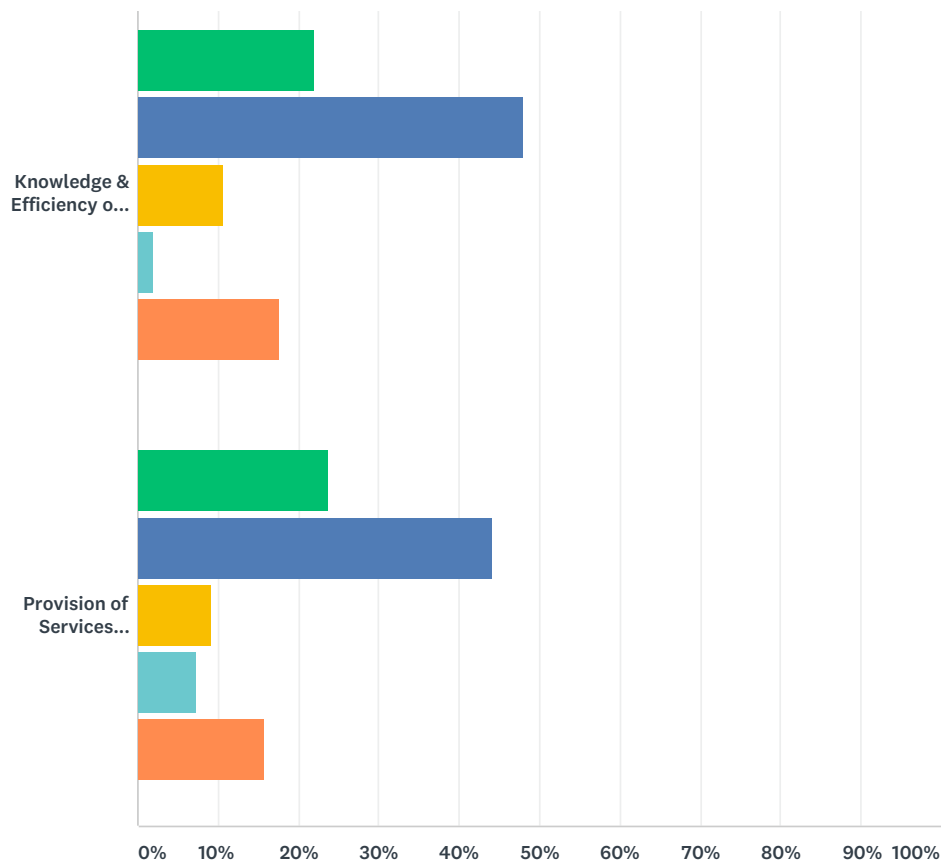
Q9 Overall, how do you rate the 'Transport Services' in AKC?

Answered: 463 Skipped: 0





## Al Khor Community 2018 Customer Satisfaction Survey



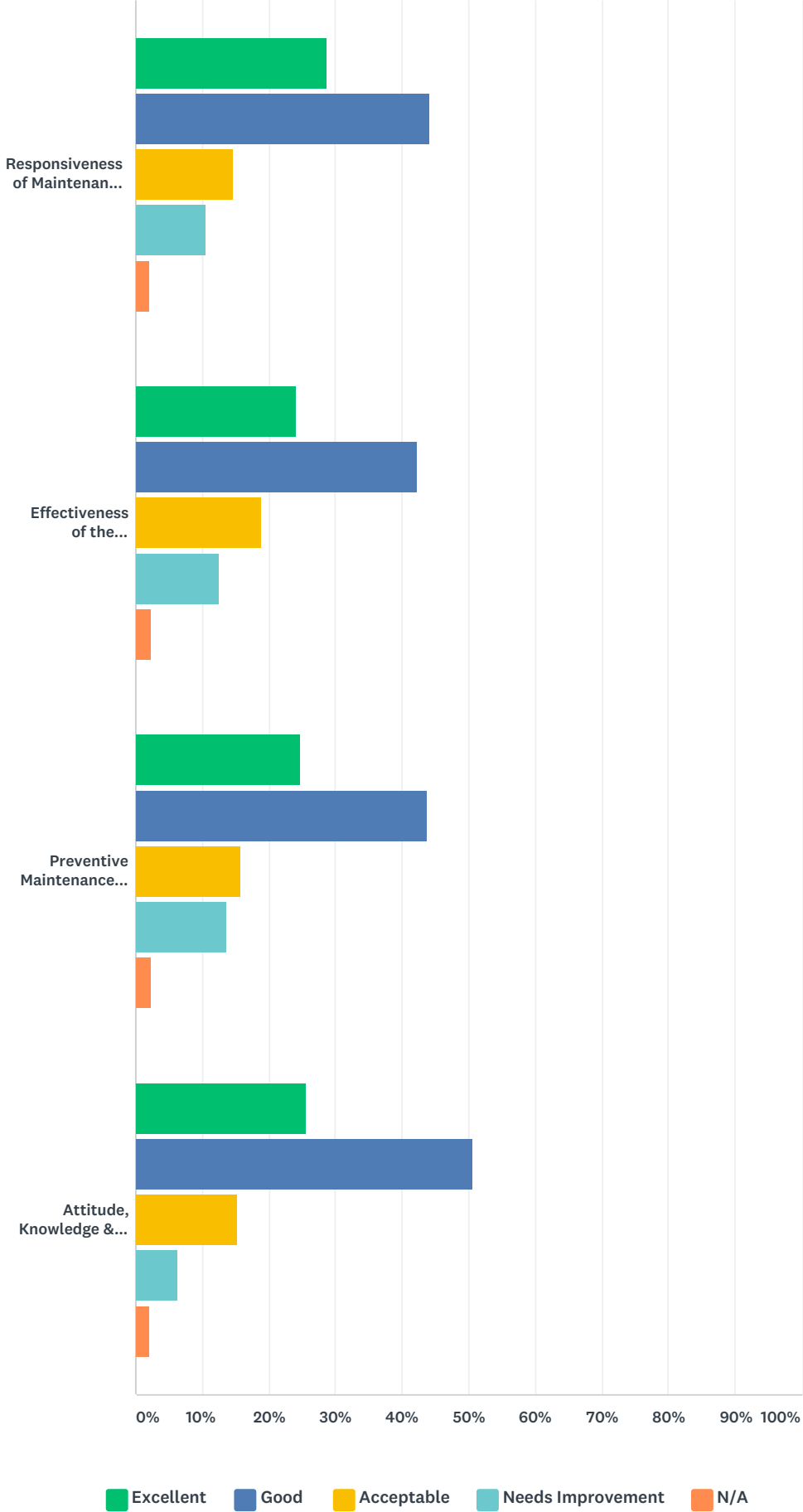
■ Excellent 
 ■ Good 
 ■ Acceptable 
 ■ Needs Improvement 
 ■ N/A

	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Timetable/Schedule of Buses	24.62% 114	42.76% 198	10.37% 48	5.40% 25	16.85% 78	463
Timeliness	24.56% 112	44.30% 202	10.09% 46	2.85% 13	18.20% 83	456
Cleanliness	24.62% 113	44.44% 204	9.15% 42	3.92% 18	17.86% 82	459
Driver Attitude and Safety of Busses	24.67% 113	45.20% 207	9.61% 44	3.28% 15	17.25% 79	458
Knowledge & Efficiency of Staff	21.88% 100	47.92% 219	10.72% 49	1.97% 9	17.51% 80	457
Provision of Services (Shopping, School, Shuttle etc)	23.62% 107	44.15% 200	9.27% 42	7.28% 33	15.67% 71	453

## Q10 Overall, how do you rate the 'Maintenance Services' in AKC?

Answered: 463   Skipped: 0

Al Khor Community 2018 Customer Satisfaction Survey



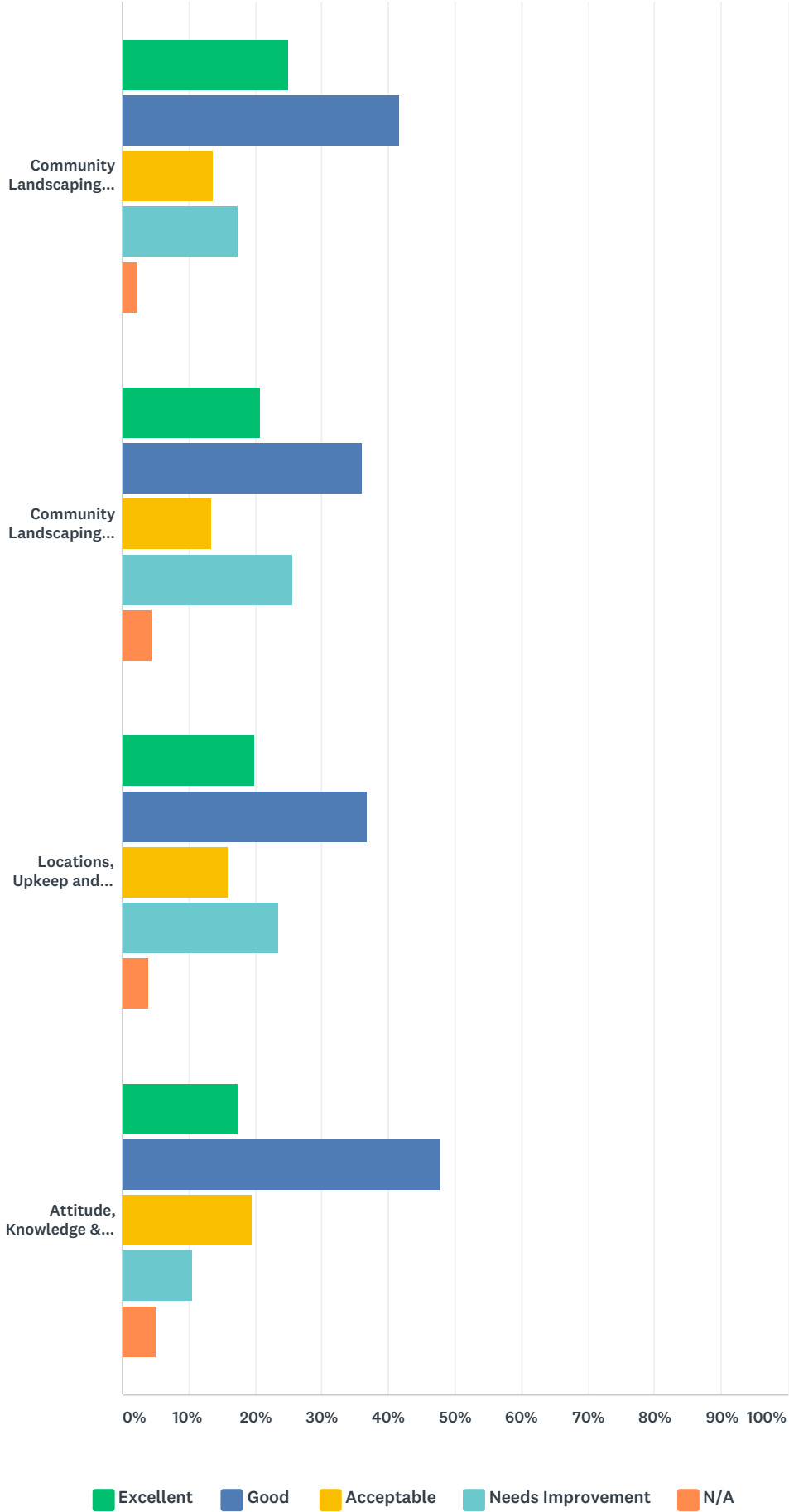
## Al Khor Community 2018 Customer Satisfaction Survey

	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Responsiveness of Maintenance Team (Easy to contact, Timeliness of Response, Dealing with Problems)	28.73% 133	44.06% 204	14.69% 68	10.37% 48	2.16% 10	463
Effectiveness of the Maintenance (Are problems resolved Effectively and Satisfactory)	23.97% 110	42.27% 194	18.74% 86	12.64% 58	2.40% 11	459
Preventive Maintenance Program (Water Tank Cleaning, A/C, Indoor Painting, etc)	24.62% 113	43.79% 201	15.69% 72	13.51% 62	2.40% 11	459
Attitude, Knowledge & Efficiency of Staff	25.44% 116	50.66% 231	15.35% 70	6.36% 29	2.19% 10	456

## Q11 Overall, how do you rate the 'Landscaping Services' in AKC?

Answered: 463 Skipped: 0

Al Khor Community 2018 Customer Satisfaction Survey

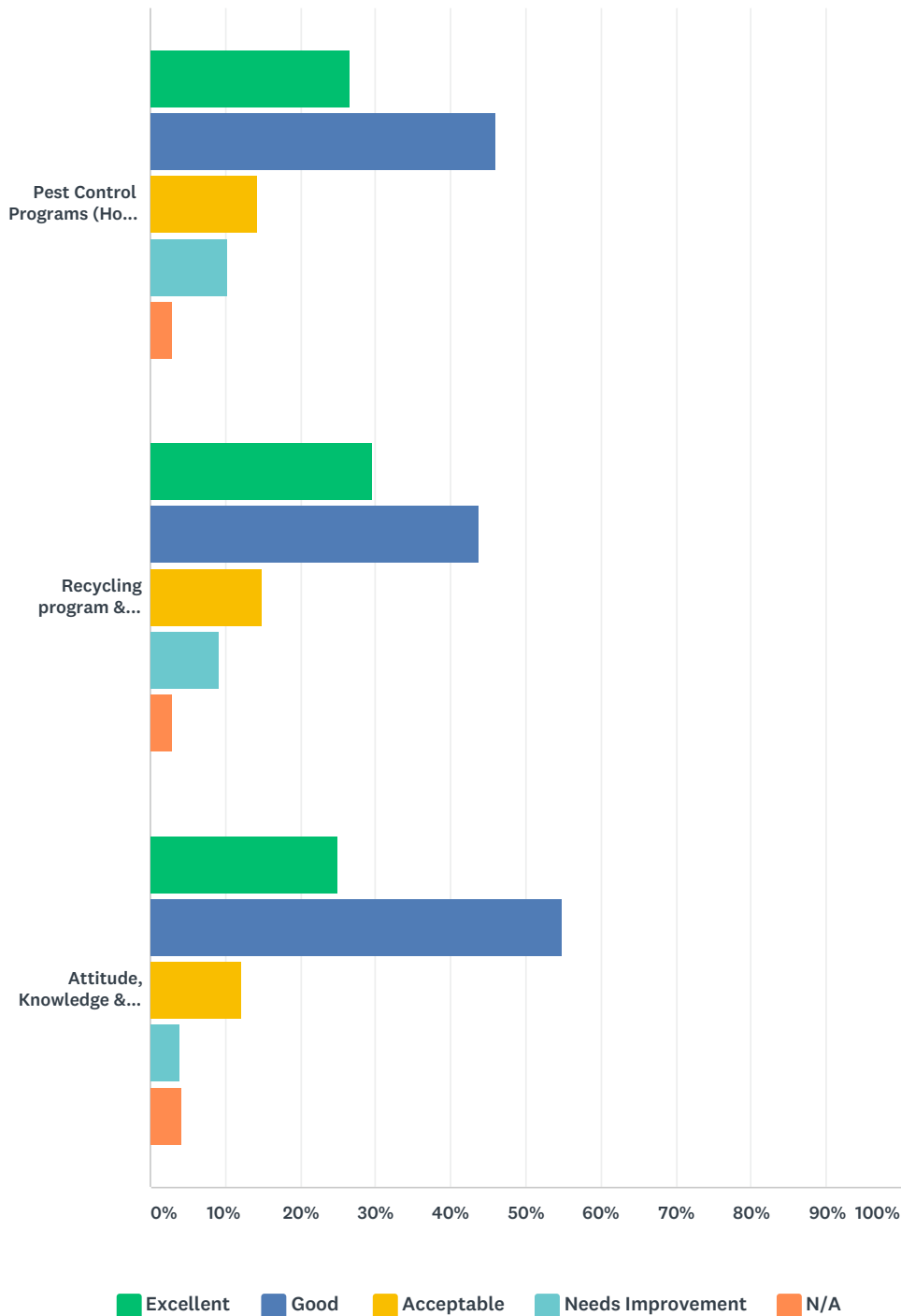


## Al Khor Community 2018 Customer Satisfaction Survey

	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Community Landscaping Activities & Services in Public Areas and in general	24.95% 115	41.65% 192	13.67% 63	17.35% 80	2.39% 11	461
Community Landscaping Activities & Services in Gardens, Front Yards (where applicable)	20.65% 95	36.09% 166	13.48% 62	25.43% 117	4.35% 20	460
Locations, Upkeep and Numbers of Children's Playgrounds and Parks (including Safety Condition of Equipment)	19.83% 91	36.82% 169	15.90% 73	23.53% 108	3.92% 18	459
Attitude, Knowledge & Efficiency of Staff	17.47% 80	47.60% 218	19.43% 89	10.48% 48	5.02% 23	458

## Q12 Overall, how do you rate the 'Environment and Pest Control Services' in AKC (part of HSEQ Group)?

Answered: 463 Skipped: 0



	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Pest Control Programs (House Pest Control, Frequency, Effectiveness)	26.57% 123	46.00% 213	14.25% 66	10.15% 47	3.02% 14	463
Recycling program & Garbage Collection (Frequency, Effectiveness)	29.41% 135	43.79% 201	14.81% 68	9.15% 42	2.83% 13	459



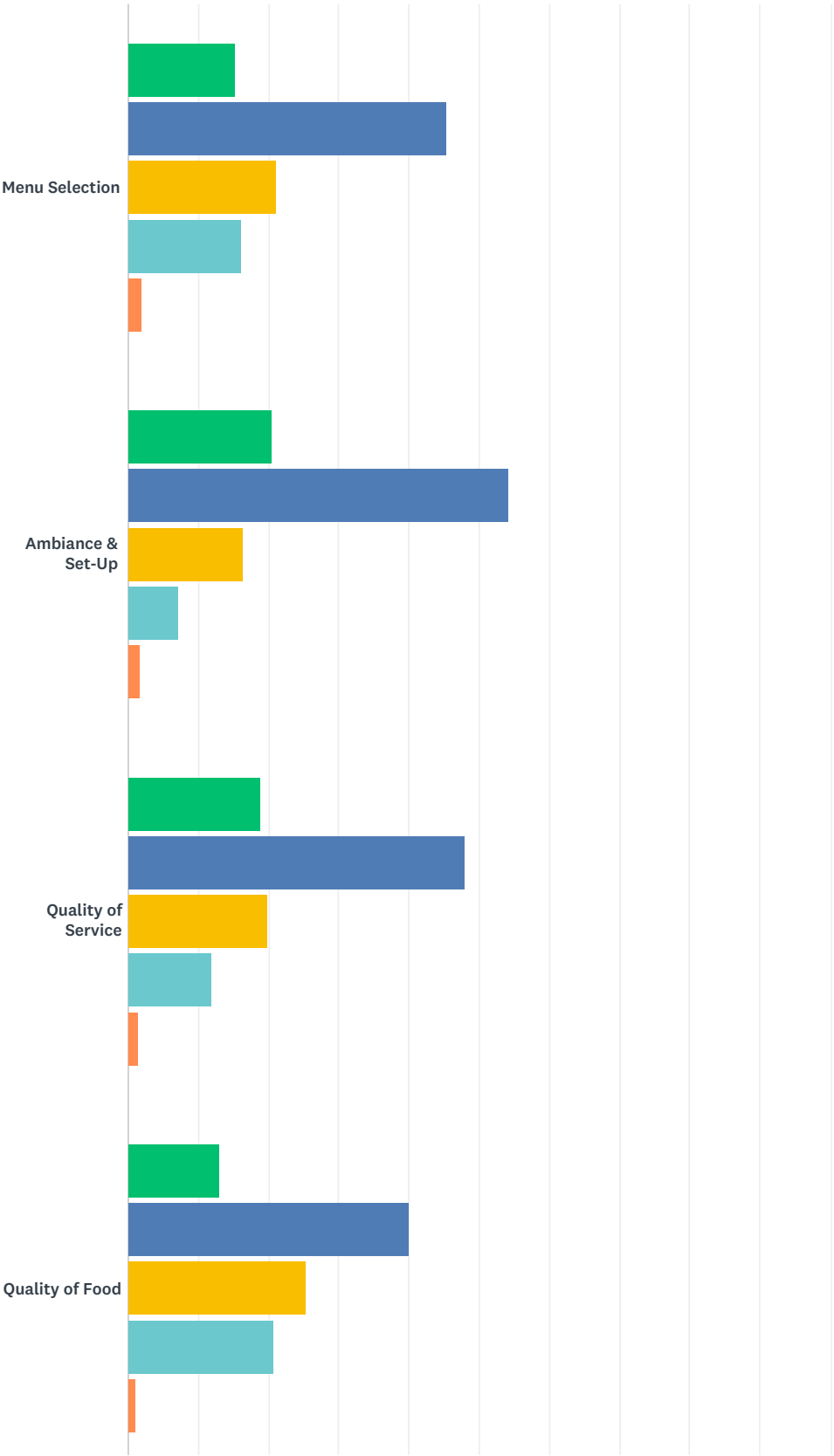
## Al Khor Community 2018 Customer Satisfaction Survey

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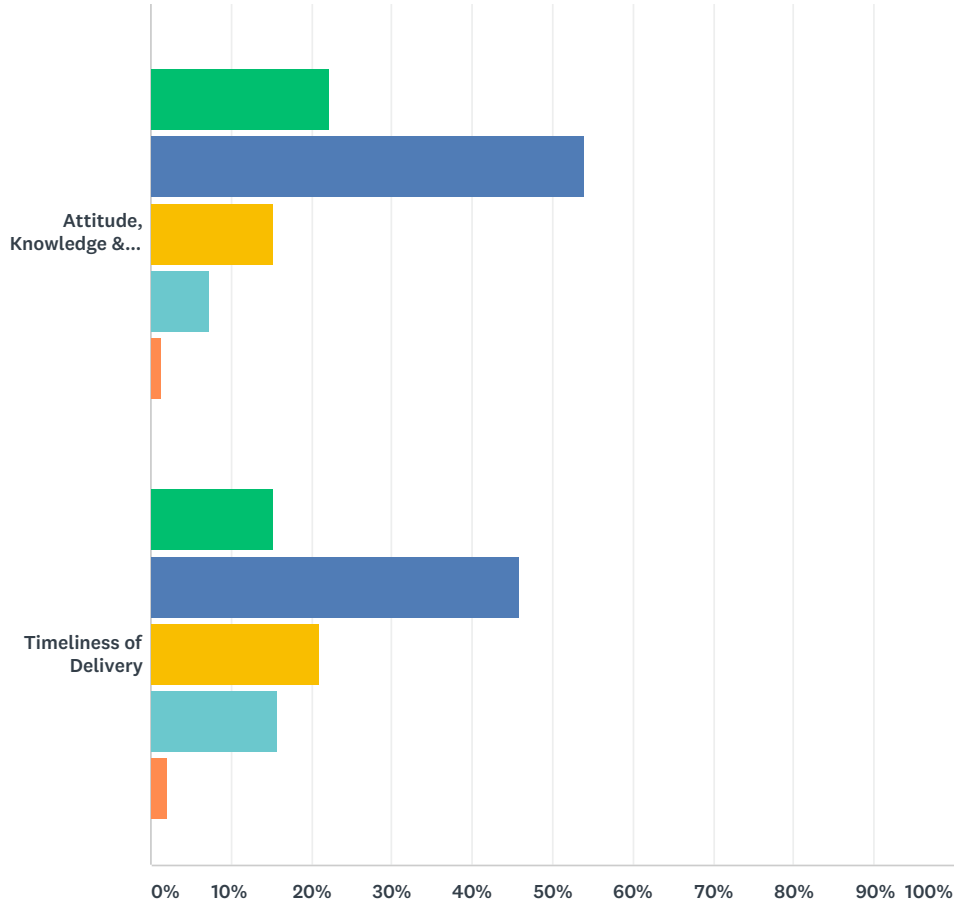
Attitude, Knowledge & Efficiency of Staff	24.89%	54.80%	12.23%	3.93%	4.15%	
	114	251	56	18	19	458

Q13 Overall, how do you rate the 'Restaurants, Home Delivery & Banquet Services' in AKC Clubs?

Answered: 463 Skipped: 0



## Al Khor Community 2018 Customer Satisfaction Survey

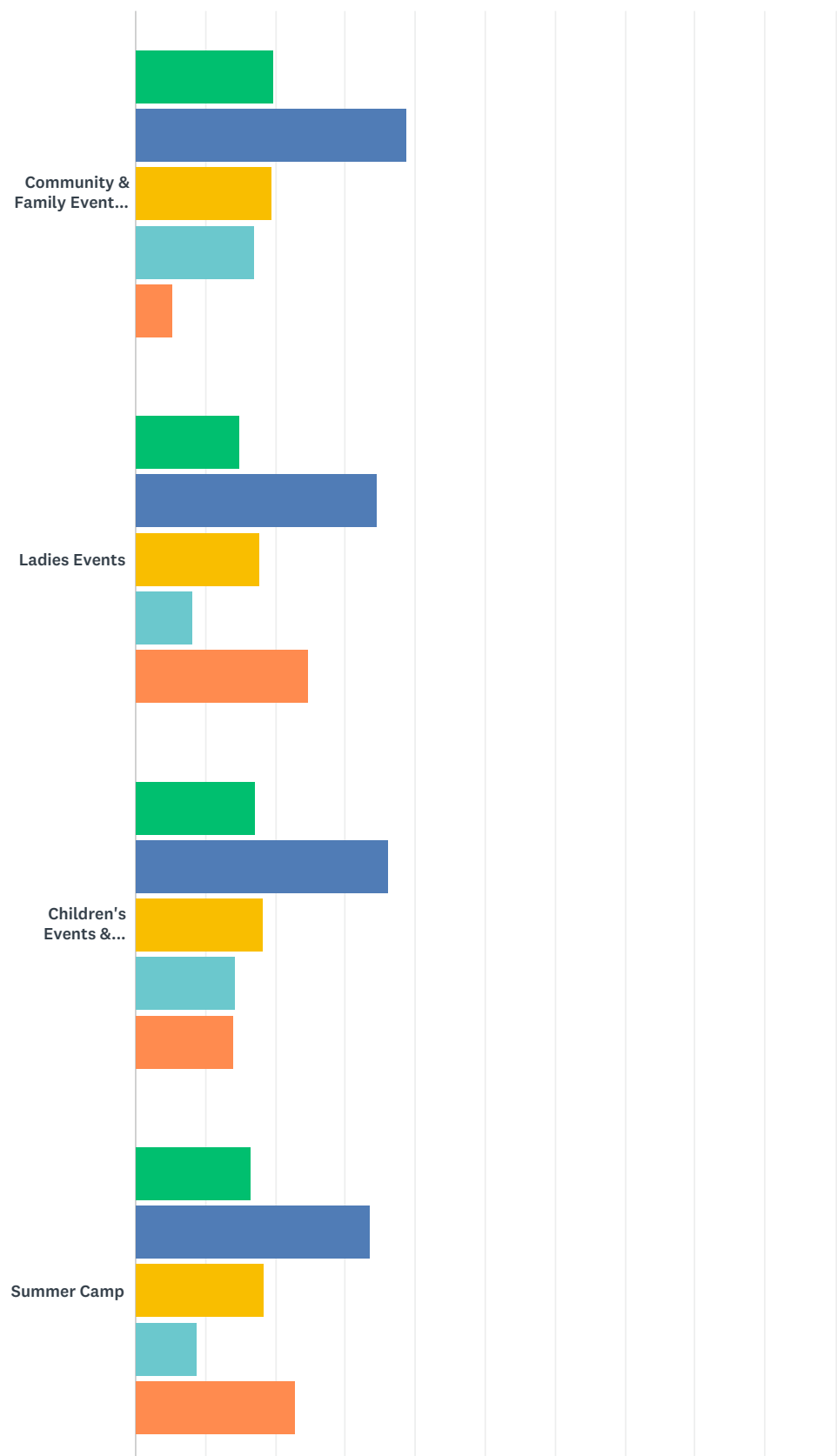


■ Excellent
 ■ Good
 ■ Acceptable
 ■ Needs Improvement
 ■ N/A

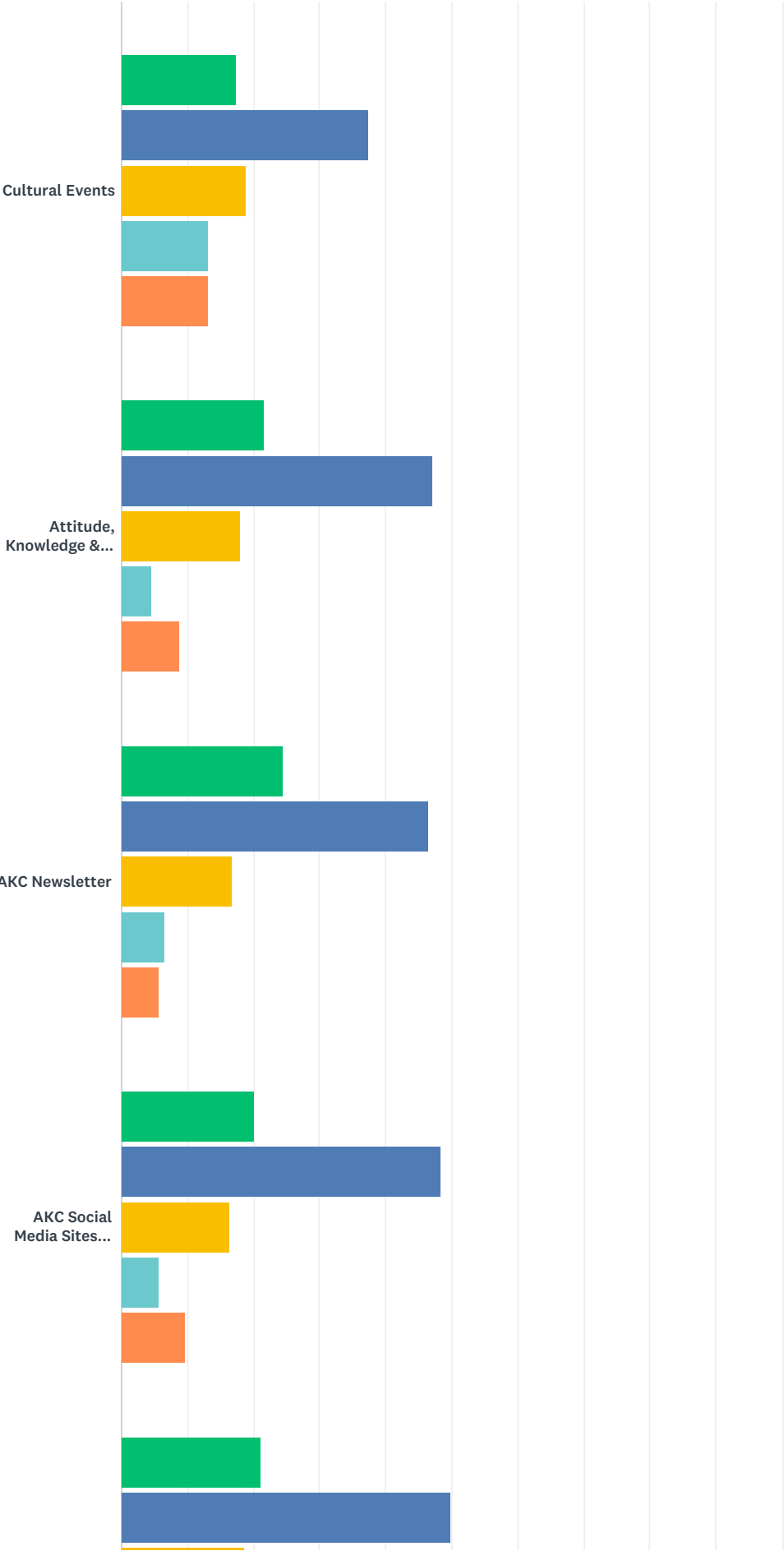
	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Menu Selection	15.33% 71	45.36% 210	21.17% 98	16.20% 75	1.94% 9	463
Ambiance & Set-Up	20.48% 94	54.25% 249	16.34% 75	7.19% 33	1.74% 8	459
Quality of Service	18.78% 86	47.82% 219	19.87% 91	12.01% 55	1.53% 7	458
Quality of Food	13.04% 60	40.00% 184	25.22% 116	20.65% 95	1.09% 5	460
Attitude, Knowledge & Efficiency of Staff	22.10% 101	54.05% 247	15.32% 70	7.22% 33	1.31% 6	457
Timeliness of Delivery	15.28% 70	45.85% 210	20.96% 96	15.72% 72	2.18% 10	458

Q14 Overall, how do you rate the 'Events' and 'Communications' in AKC Clubs?

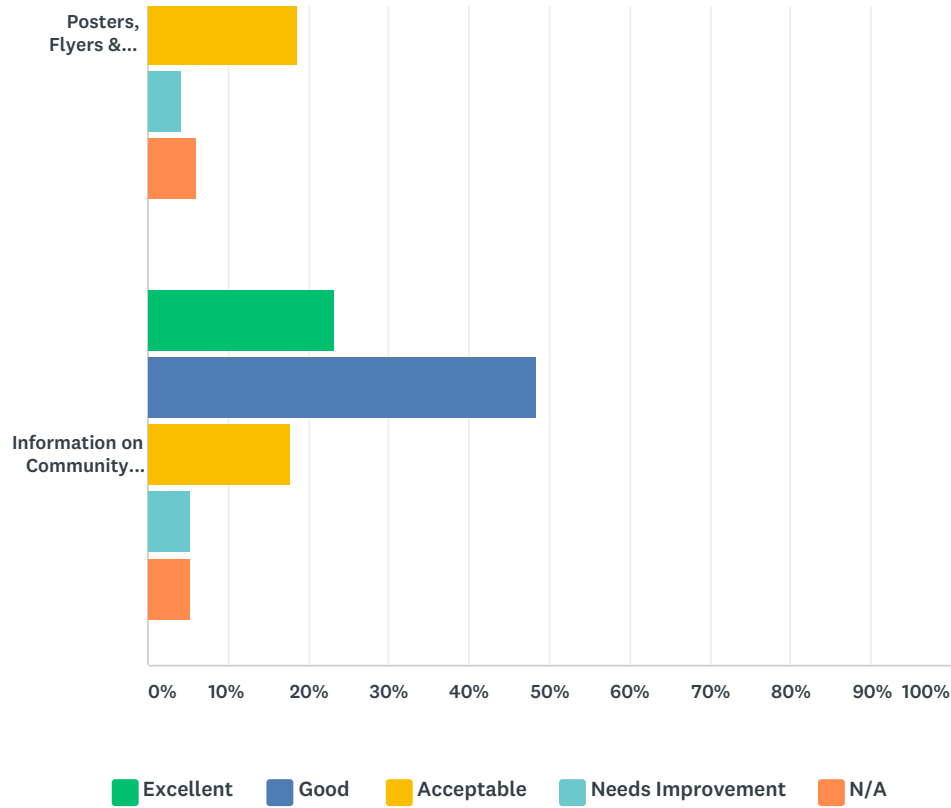
Answered: 463    Skipped: 0



Al Khor Community 2018 Customer Satisfaction Survey



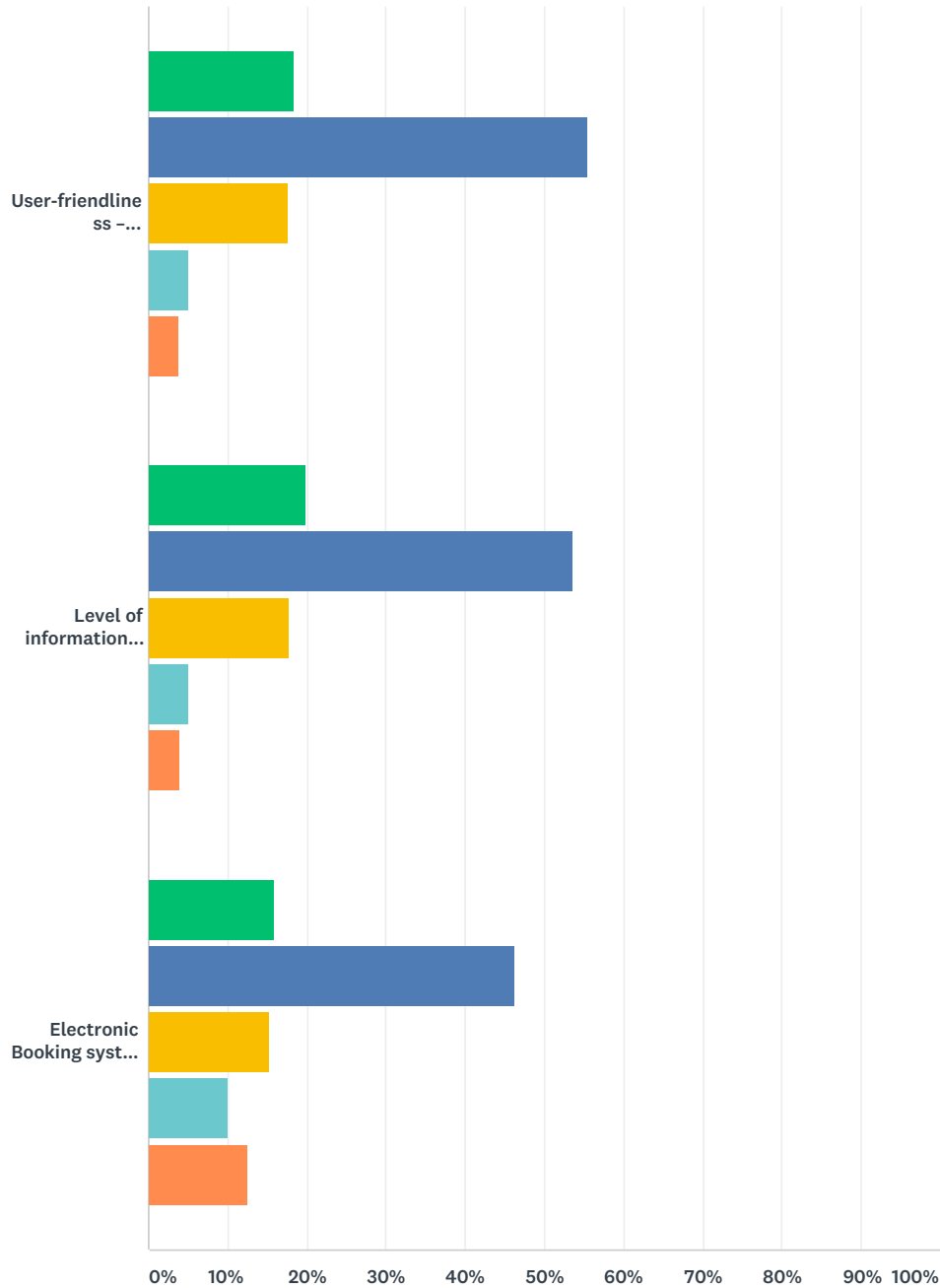
## Al Khor Community 2018 Customer Satisfaction Survey



	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Community & Family Events (Eid & Ramadan, etc.)	19.70% 91	38.74% 179	19.48% 90	16.88% 78	5.19% 24	462
Ladies Events	14.82% 67	34.51% 156	17.70% 80	8.19% 37	24.78% 112	452
Children's Events & Competitions	17.18% 78	36.12% 164	18.28% 83	14.32% 65	14.10% 64	454
Summer Camp	16.45% 75	33.55% 153	18.42% 84	8.77% 40	22.81% 104	456
Cultural Events	17.36% 79	37.36% 170	18.90% 86	13.19% 60	13.19% 60	455
Attitude, Knowledge & Efficiency of Staff	21.54% 98	47.03% 214	18.02% 82	4.62% 21	8.79% 40	455
AKC Newsletter	24.45% 112	46.51% 213	16.81% 77	6.55% 30	5.68% 26	458
AKC Social Media Sites (Facebook & Instagram)	20.09% 92	48.25% 221	16.38% 75	5.68% 26	9.61% 44	458
Posters, Flyers & Digital Signage	21.23% 97	49.89% 228	18.60% 85	4.16% 19	6.13% 28	457
Information on Community issues (i.e. Notices, Road works, Letters from the Community Manager etc.)	23.30% 106	48.35% 220	17.80% 81	5.27% 24	5.27% 24	455

## Q15 Overall, how do you rate the AKC website?

Answered: 463 Skipped: 0



Excellent Good Acceptable Needs Improvement N/A

	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
User-friendliness – navigation, layout, design, language	18.36% 85	55.51% 257	17.49% 81	4.97% 23	3.67% 17	463
Level of information provided	19.78% 91	53.48% 246	17.83% 82	5.00% 23	3.91% 18	460

## Al Khor Community 2018 Customer Satisfaction Survey

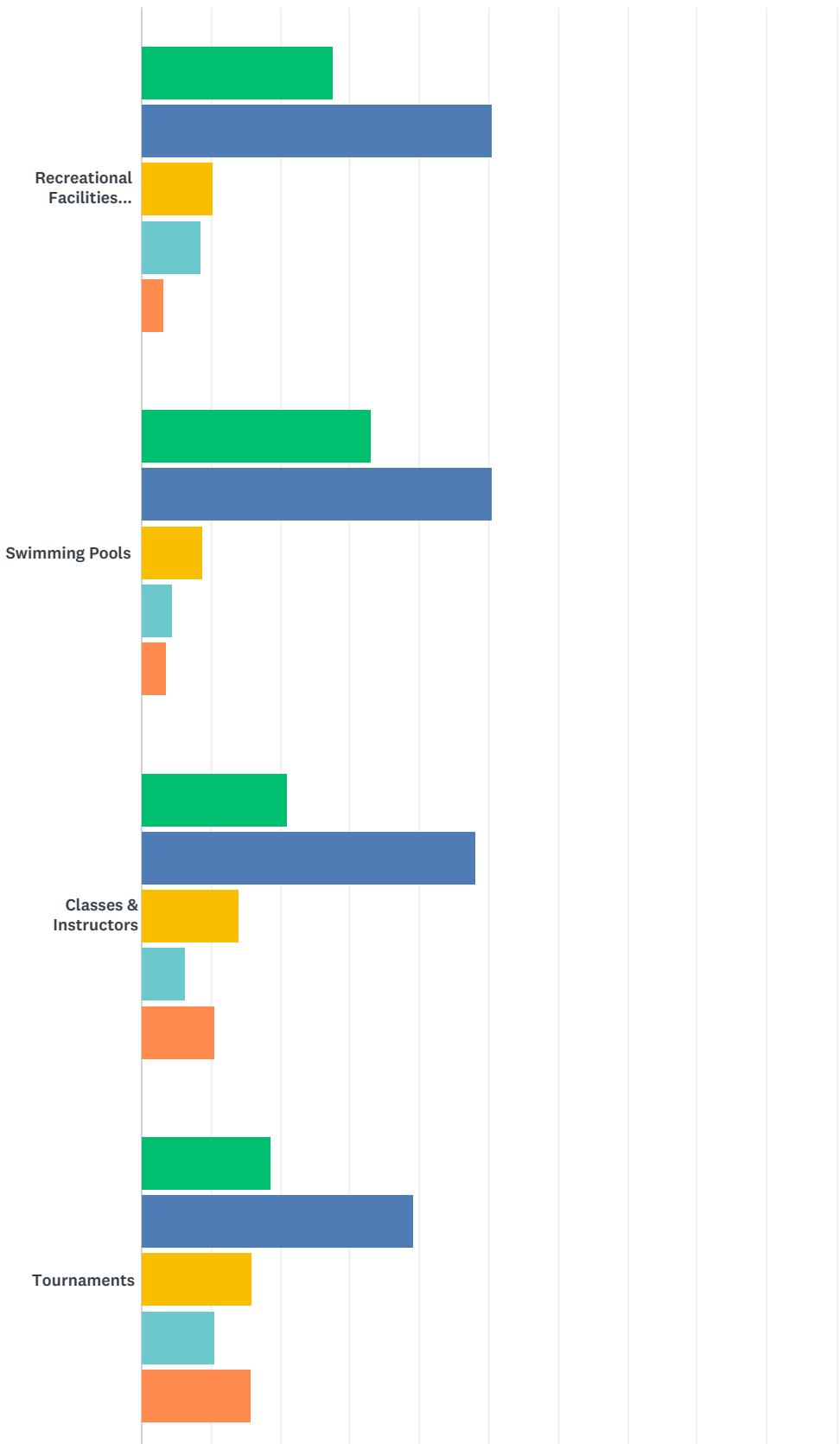
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Electronic Booking systems - recreation & banquet	15.87% 73	46.30% 213	15.22% 70	10.00% 46	12.61% 58	460
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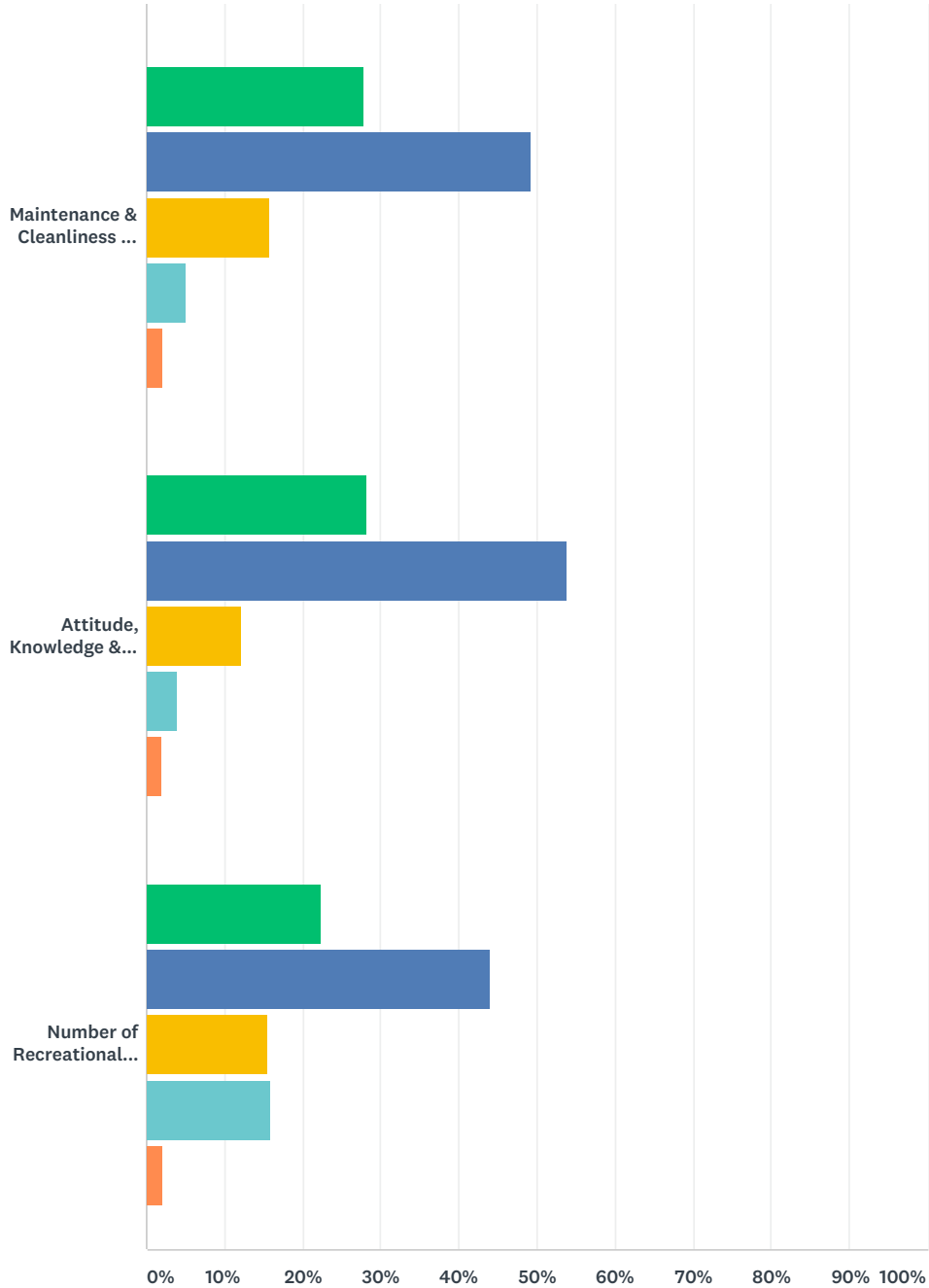


Q16 Overall, how do you rate the 'Sports & Recreation Services and Facilities' in AKC Clubs?

Answered: 463 Skipped: 0



## Al Khor Community 2018 Customer Satisfaction Survey



■ Excellent 
 ■ Good 
 ■ Acceptable 
 ■ Needs Improvement 
 ■ N/A

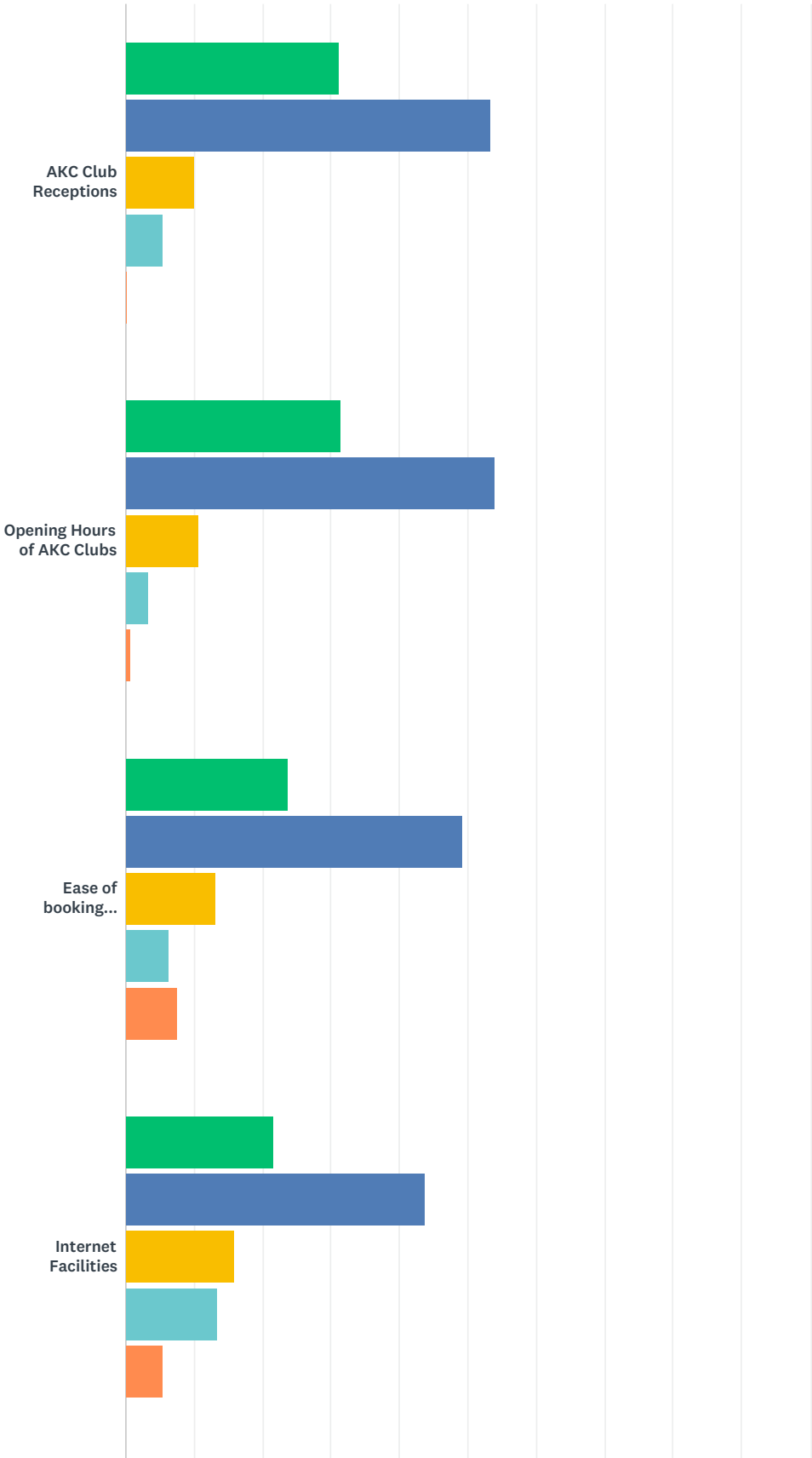
	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
Recreational Facilities (i.e. Gym's & Courts)	27.65% 128	50.32% 233	10.15% 47	8.64% 40	3.24% 15	463
Swimming Pools	32.97% 151	50.44% 231	8.73% 40	4.37% 20	3.49% 16	458
Classes & Instructors	21.01% 96	48.14% 220	14.00% 64	6.35% 29	10.50% 48	457
Tournaments	18.60% 85	39.17% 179	15.97% 73	10.50% 48	15.75% 72	457
Maintenance & Cleanliness of Facilities	27.89% 128	49.24% 226	15.69% 72	5.01% 23	2.18% 10	459

## Al Khor Community 2018 Customer Satisfaction Survey

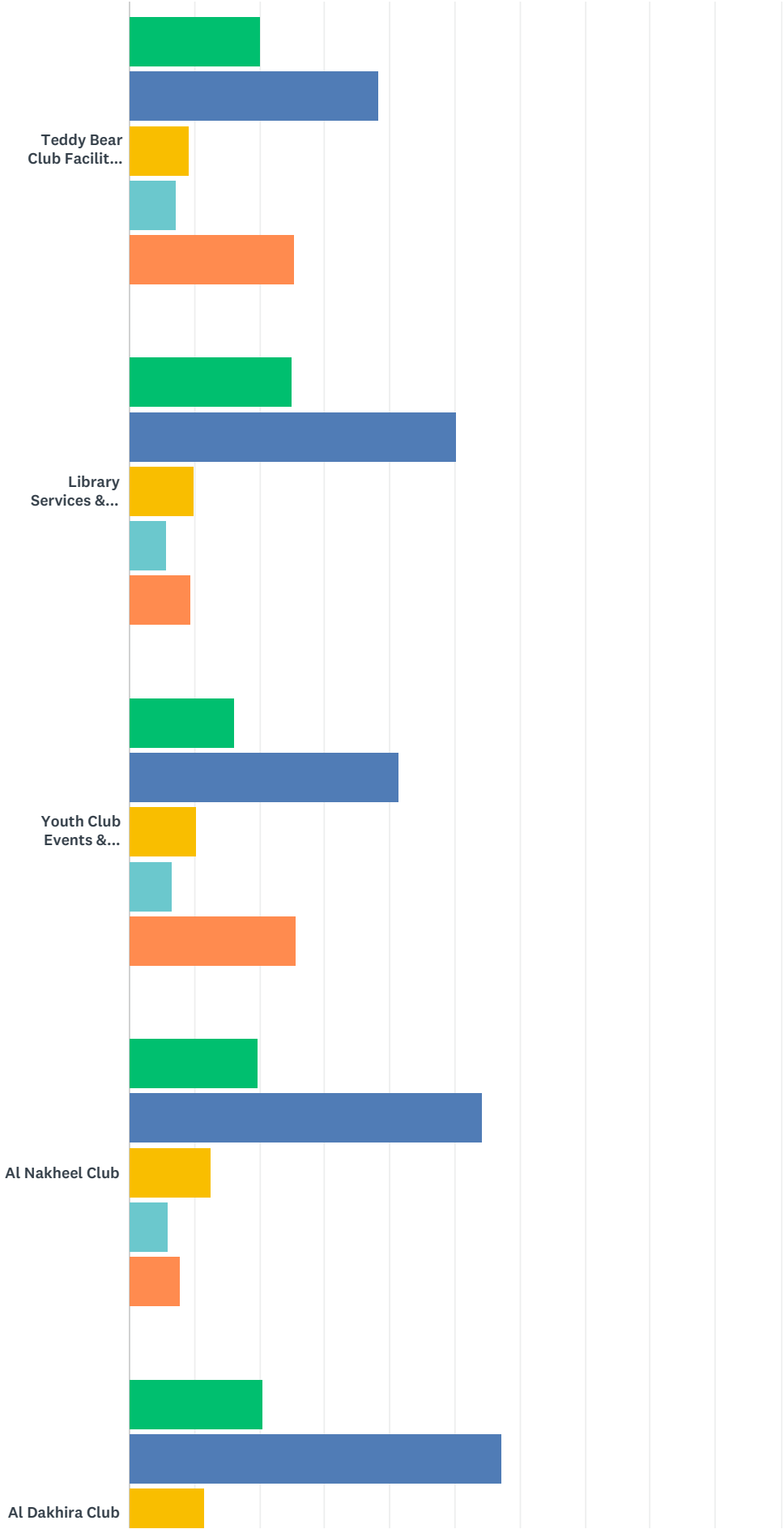
Attitude, Knowledge & Efficiency of Staff	28.17% 129	53.71% 246	12.23% 56	3.93% 18	1.97% 9	458
Number of Recreational Facilities Available	22.44% 103	44.01% 202	15.47% 71	15.90% 73	2.18% 10	459

Q17 Overall, how do you rate 'Clubs Services and Facilities' in AKC?

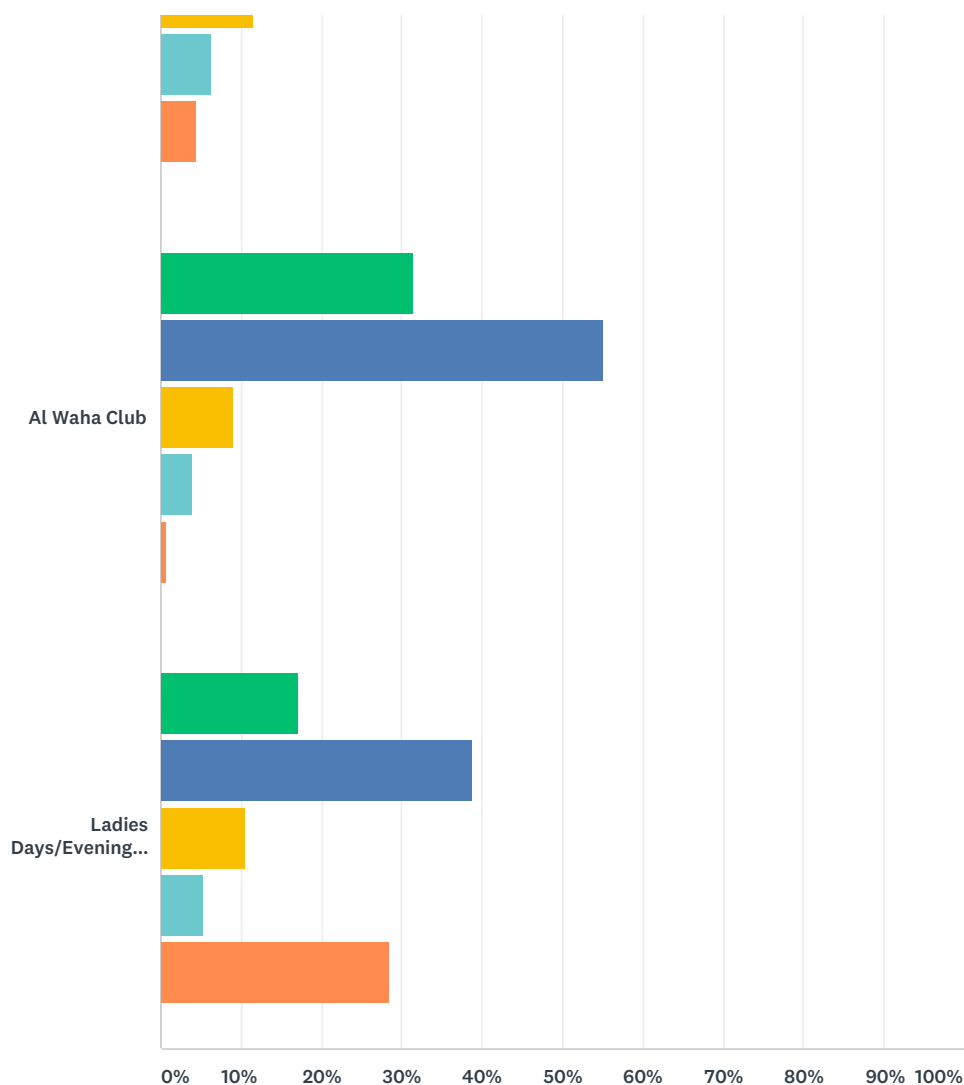
Answered: 463    Skipped: 0



Al Khor Community 2018 Customer Satisfaction Survey



## Al Khor Community 2018 Customer Satisfaction Survey



■ Excellent 
 ■ Good 
 ■ Acceptable 
 ■ Needs Improvement 
 ■ N/A

	EXCELLENT	GOOD	ACCEPTABLE	NEEDS IMPROVEMENT	N/A	TOTAL
AKC Club Receptions	31.17% 144	53.25% 246	9.96% 46	5.41% 25	0.22% 1	462
Opening Hours of AKC Clubs	31.29% 143	54.05% 247	10.72% 49	3.28% 15	0.66% 3	457
Ease of booking Classes, Events, Parties, Meetings	23.70% 109	49.13% 226	13.26% 61	6.30% 29	7.61% 35	460
Internet Facilities	21.62% 99	43.67% 200	15.94% 73	13.32% 61	5.46% 25	458
Teddy Bear Club Facility & Services	20.18% 92	38.38% 175	9.21% 42	7.02% 32	25.22% 115	456
Library Services & Books Selection	24.95% 114	50.11% 229	9.85% 45	5.69% 26	9.41% 43	457
Youth Club Events & Facilities	16.19% 74	41.36% 189	10.28% 47	6.56% 30	25.60% 117	457
Al Nakheel Club	19.57% 90	54.13% 249	12.61% 58	5.87% 27	7.83% 36	460

## Al Khor Community 2018 Customer Satisfaction Survey

Al Dakhira Club	20.52% 94	57.21% 262	11.57% 53	6.33% 29	4.37% 20	458
Al Waha Club	31.36% 143	55.04% 251	8.99% 41	3.95% 18	0.66% 3	456
Ladies Days/Evenings (Timings, Facilities etc)	17.07% 77	38.80% 175	10.42% 47	5.32% 24	28.38% 128	451

**Q18 If you have further comments on Al Khor Community Services, not covered by previous questions, please leave your constructive feedback for Shared Services! Remember: If you wish an individual response provide your contact details (will be treated confidential!)**

Answered: 179   Skipped: 284



**Q19 If you have further comments concerning Safety, Security & Environment and not covered by previous questions, please leave your constructive feedback for HSEQ Group! Remember: If you wish an individual response provide your contact details (will be treated confidential!)**

Answered: 122   Skipped: 341