

The monitoring report about east China public service quality in 2014

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Abstract

East China is the region which has economy developed, high population density, completed infrastructure and high level of public service quality. Monitoring public service quality in this area is shown characteristics of typical and forward-looking. The monitoring covered a total of 76 cities in six provinces and Shanghai in east China, and included 11 key fields of urban public services. The monitoring is taken with combining the typicality and random survey, and collecting and analysis of questionnaire survey with the Internet public opinion as a complement. Some assessment results of service satisfaction about each service areas and each region were obtained through the statistical analysis to 5000 valid questionnaires. Meanwhile there are some important findings during the process of monitoring: "pension services" and "administrative affairs to deal with" have become the focus of public concern at present. The complaints of public service in the field of life safety and health are getting more. The public attention of the community service network and environmental awareness are increasing. The demand and expectations of different characteristics of the crowd and service distribution laws of perception are discovered. The index of passive emotion has important influence and the media supervision of negative index promote the positive role to urban basic public service satisfaction. Assessment report also aimed at the problems existing in the distribution of public services, and deliver Suggestions to improve public satisfaction.