



AMERICAN CUSTOMER SATISFACTION INDEX

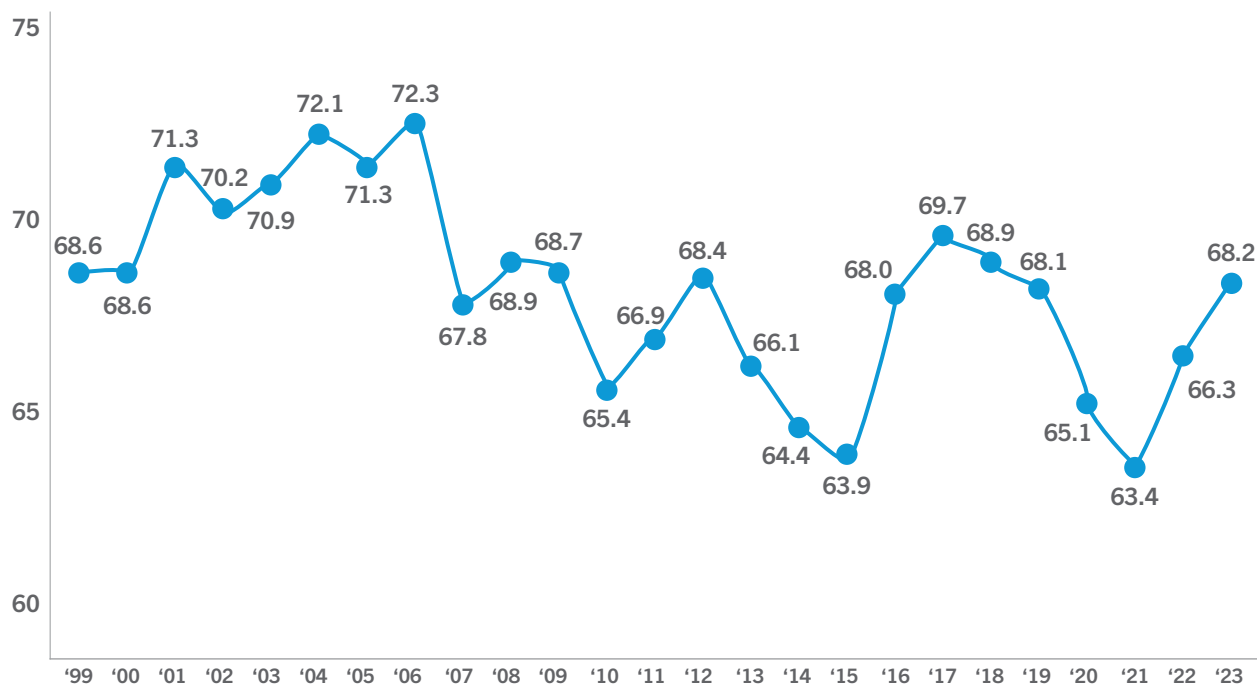
ACSI® Federal Government Report 2023

November 14, 2023

Citizen Satisfaction with Federal Government Services Jumps Again

Citizen satisfaction with U.S. federal government services is up 2.9% in 2023, advancing from 66.3 to 68.2 on the American Customer Satisfaction Index's (ACSI®) 100-point scale. This positive momentum builds upon an even larger gain last year, when citizen satisfaction jumped a whopping 4.6%. Collectively, these two large gains have yielded levels of citizen satisfaction not reached since well before the onset of the COVID-19 pandemic, suggesting that citizens are happier with their interactions with the federal government than at any time since 2018.

AMERICAN CUSTOMER SATISFACTION INDEX:
CITIZEN SATISFACTION WITH FEDERAL GOVERNMENT SERVICES
1999-2023



0-100 Scale

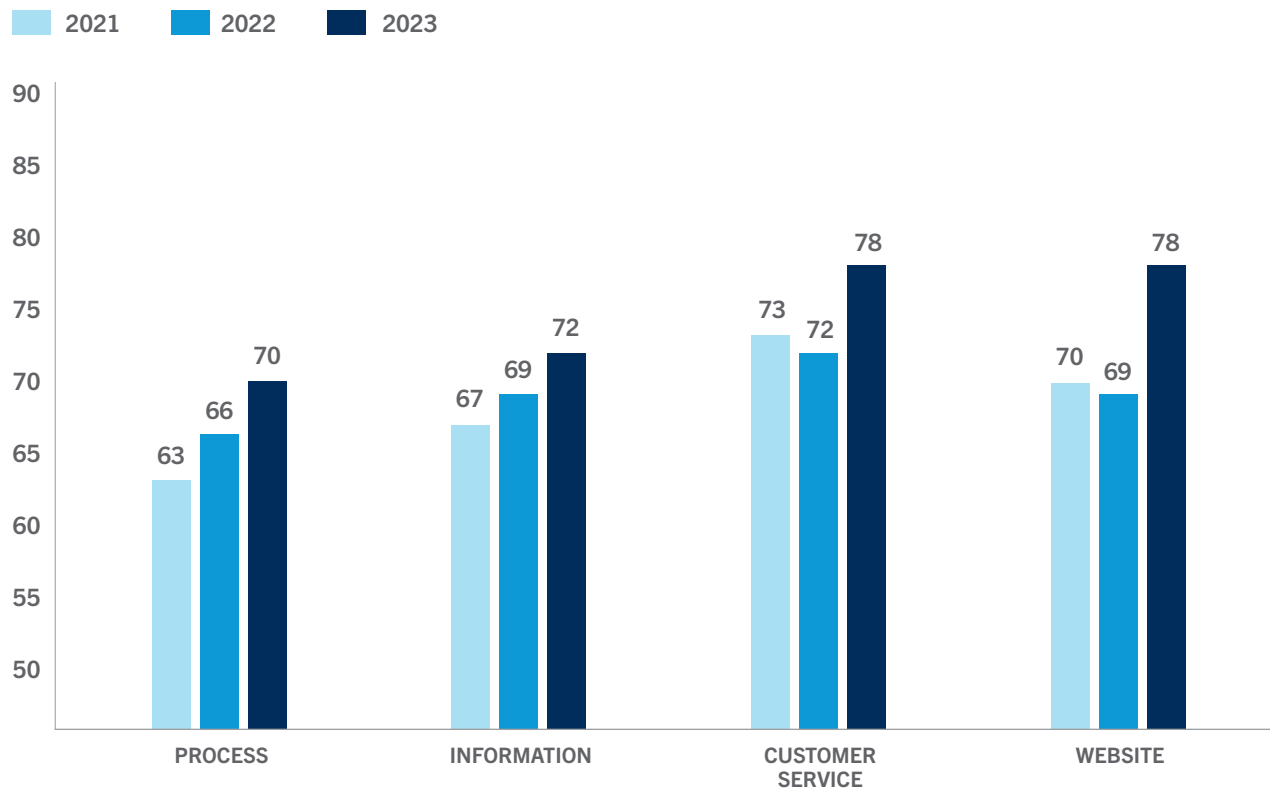
Source: ACSI Federal Government Report 2023.

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Each year, the ACSI federal government satisfaction study examines four primary drivers of citizen satisfaction, attributes of citizen perceived quality that reflect the most relevant performance areas of government programs and services. For these drivers of satisfaction, all four registered substantial gains between 2022 and 2023, underpinning and driving the large gain in overall satisfaction. Specifically, citizens report big improvements in the efficiency and ease of government processes (+6.1% to 70), ease of accessing and clarity of information (+4.3% to 72), the courtesy and professionalism of customer service (+8.3% to 78), and perceptions of government website quality (+13.0% to 78).

AMERICAN CUSTOMER SATISFACTION INDEX: FEDERAL GOVERNMENT Citizen Satisfaction Drivers



0-100 Scale

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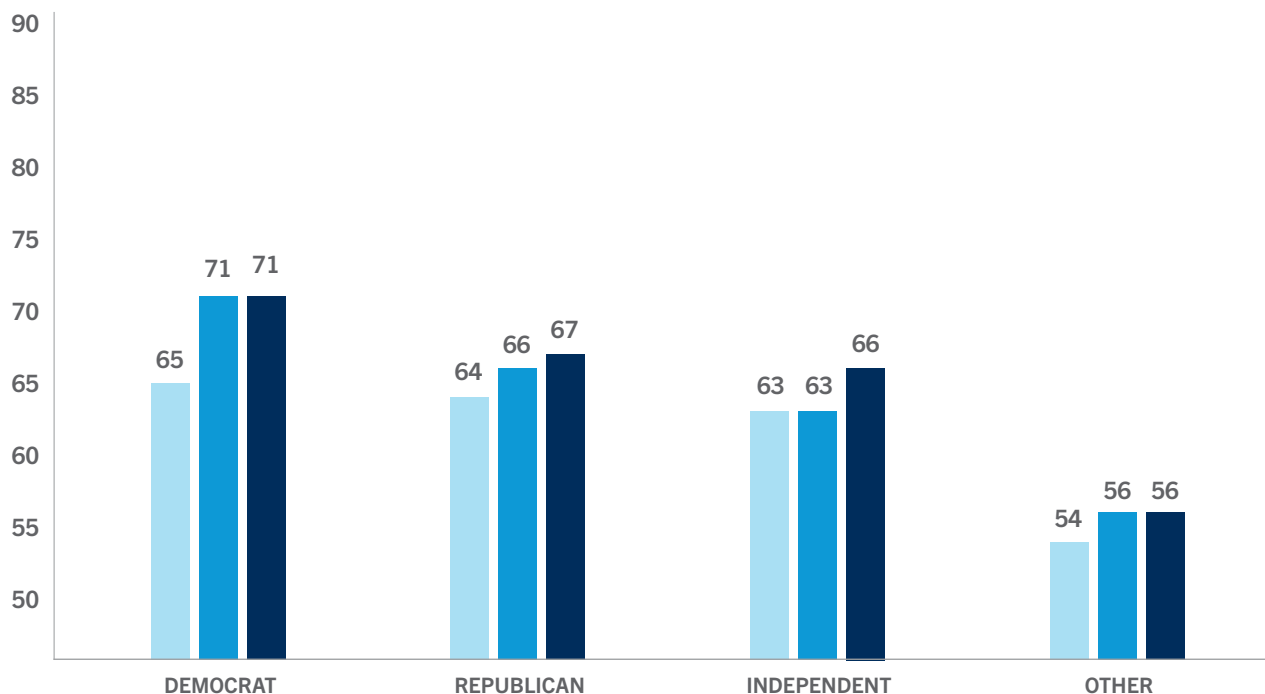
Citizen Satisfaction Across Political Parties

The ACSI federal government study does not attempt to measure public opinion of or satisfaction with politics, politicians, or political parties. The survey items measured do not ask respondents to evaluate individual politicians, their perceived political ideologies, or their preferred policy positions. Rather, the survey focuses exclusively on citizen perceptions of the services and service quality delivered by specific programs within the federal government. Nevertheless, factors like political party affiliation are likely to influence citizens' perceptions of the government services they receive, as political party affiliation has been shown to impact a wide variety of citizen perceptions. These effects are likely growing stronger, as the current highly polarized political landscape has caused individuals to view all manner of issues through the lens of their political affiliations.

Examining trends in citizen satisfaction by respondents' political party affiliation between 2022 and 2023, the results are largely stable year over year with a few important changes. While satisfaction among Democrats (71) and the relatively small group of "Other Party" supporters (56) is unchanged, it improves among both Republicans (+1.5% to 67) and Independents (+4.8% to 66). Improvement among these political groups is thus largely responsible for driving the overall improvement in citizen satisfaction with the federal government.

AMERICAN CUSTOMER SATISFACTION INDEX: FEDERAL GOVERNMENT Citizen Satisfaction by Political Affiliation

2021 2022 2023



0-100 Scale

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About This Report

The *ACSI Federal Government Report 2023* is based on interviews with 847 users, chosen at random and contacted via email throughout the year. Respondents are asked to evaluate their recent experiences with federal government services.

The survey data are used as inputs to ACSI's cause-and-effect econometric model, which estimates citizen satisfaction as the result of the survey-measured inputs of expectations and perceptions of the quality of government services. The ACSI model, in turn, links citizen satisfaction with the survey-measured outcomes of complaints and citizen trust in government. ACSI government clients receive confidential agency and best-in-class data on all modeled variables.

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