

CITIZEN SATISFACTION SURVEY RESULTS - UTAH

Updated 4/24/2015

- December 2014 data collection period
- Land line & mobile phone survey conducted by the University of Utah's Center for Public Policy & Administration
- 611 Utah residents surveyed

HIGHLIGHTS:

Familiarity with Utah.gov

Have used Utah.gov in the past year	75%
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Approval Ratings for Digital Government Delivery

Overall satisfaction with the state website & its online services	80%
Time savings	85%
Less hassle than offline methods	82%
Reliability	80%
Ease of use	71%
Saves money compared to offline methods	60%

Digital Government Perception and Satisfaction

Utah.gov is a good service that government is providing	87%
Utahns expect the state to continue to improve Utah.gov by providing more services and information	75%

INSIGHTS & CONTEXT:

- High awareness and use -- three out of four Utahns surveyed have used the portal at least once in the last 12 months
- 80% overall approval rating with Utah.gov is somewhat lower than the business satisfaction results (92%) and likely reflects lower familiarity with the state's digital government services
- Positive future growth opportunity – 87% report that Utah.gov services are valuable and three out of four Utahns expect the state to continue to improve the portal and provide more information & services.