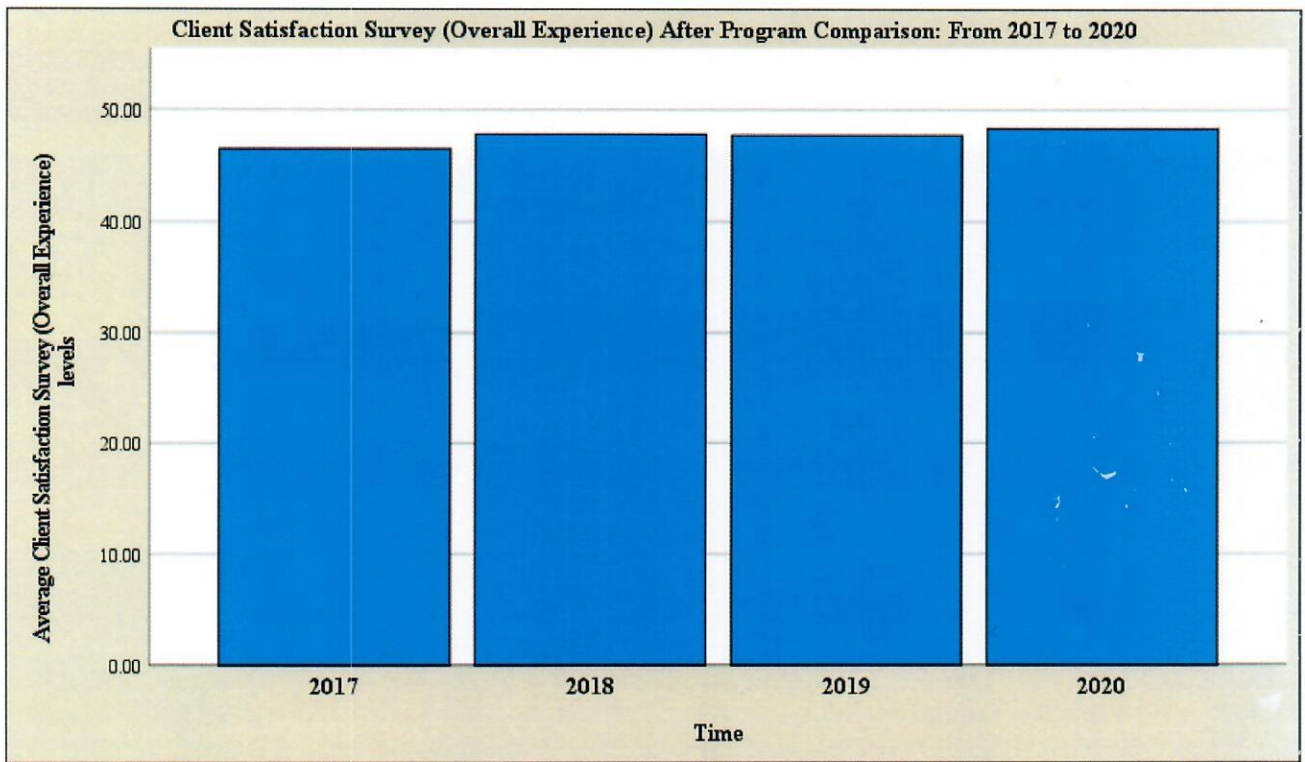




Client Satisfaction Survey: Comparison of Client Overall Experience average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Client Overall Experience (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	10.0 (unfavorable) to 50.0 (favorable)	15	46.53	50.00	5.48	34.00	50.00
2018	10.0 (unfavorable) to 50.0 (favorable)	29	47.86	49.00	3.16	38.00	50.00
2019	10.0 (unfavorable) to 50.0 (favorable)	33	47.76	50.00	3.25	40.00	50.00
2020	10.0 (unfavorable) to 50.0 (favorable)	21	48.38	49.00	2.44	42.00	50.00
Total		98	47.73	50.00	3.50	34.00	50.00



Layman's Conclusion:

There were a total of 98 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome

results between the years of 2017, 2018, 2019 and 2020. The results have shown that the participant's self-reported average perceived overall experience scores after the treatment program were essentially identical in the last preceding three years. Although a very minor decrease in score was detected in 2019 but reversed this trend in year 2020 therefore implying unchanging client's overall experience and the current result was within the center's benchmark of good client overall experience and therefore, the latest result was consistent in providing excellent services in the client's overall experience.