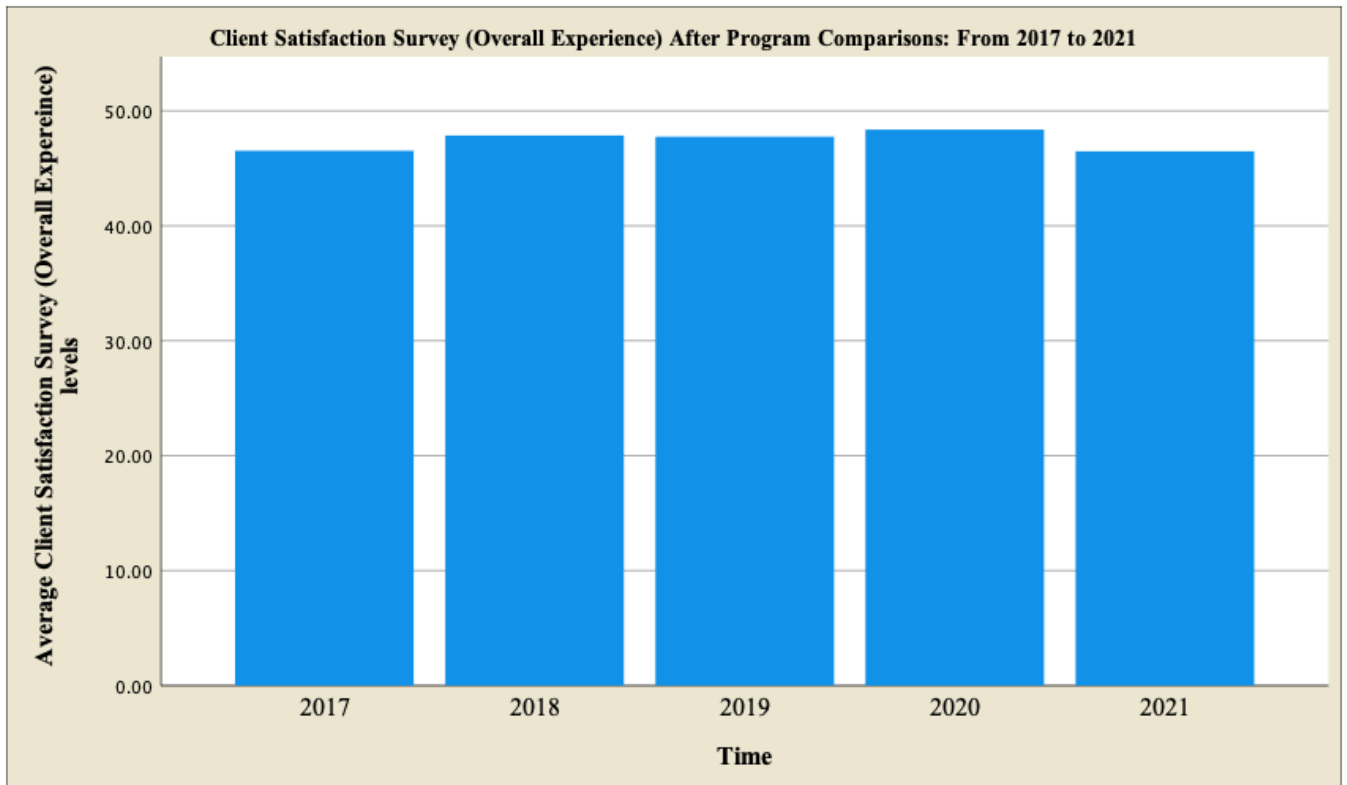




Comparison of Client Overall Experience

Statistical Summaries: Client Satisfaction Survey Overall Experience Rating (2017 to 2021)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	15	46.53	50.00	5.48	34.00	50.00
2018	29	47.86	49.00	3.16	38.00	50.00
2019	33	47.76	50.00	3.25	40.00	50.00
2020	21	48.38	49.00	2.44	42.00	50.00
2021	27	46.48	50.00	5.66	27.00	50.00
Total	125	47.46	50.00	4.07	27.00	50.00



Layman's Conclusion:

There were a total of 125 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017 to 2021. 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. However, in 2021 a decrease of 3.93% in average perceived overall experience was observed but this decrease was not significant, meaning the decrease in average overall experience rating was not different from previous years. Overall, 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.