



ACSI: Citizen Satisfaction with the U.S. Federal Government up in 2016

CFI Group federal agency clients have above-average satisfaction scores

ANN ARBOR, Mich., February 1, 2017 – After hitting a record low in 2015, citizen satisfaction with the federal government rose to a five-year high of 68 on a 0 to 100 scale, based on a report released yesterday by the [American Customer Satisfaction Index \(ACSI\)](#). The ACSI Federal Government Report 2016 is based on interviews with 2,380 randomly selected users of government service and respondents are asked to provide ratings based on their experiences with federal government services.

The report incorporates independent research conducted by CFI Group to determine scores for individual federal government agencies. CFI Group is the only licensee of the ACSI methodology in the federal government and works with agencies to measure and manage citizen satisfaction. CFI Group retains exclusive rights to apply the ACSI approach to help individual agencies deliver great experiences for citizens.

Consistent with the ACSI Federal Government Report 2016 results, CFI Group observed improvement among many of its federal government clients in 2016. **More importantly, agencies that measure using the ACSI methodology outperform the ACSI federal government average by 9 points. The overall satisfaction score for CFI Group federal government clients is 77, compared to the overall federal government ACSI score of 68.**

“Federal agencies continue to provide outstanding service to citizens,” said Sheri Petras, CEO of CFI Group. “We work with executives across the federal government who are dedicated to delivering a great experience to citizens and are committed to fulfilling the mission of their respective agency. When an agency has a citizen feedback program that identifies opportunities for improvement, executives naturally take action on these results to improve the citizen experience. It should be no surprise, then, that these agencies tend to outperform the average.”

CFI Group’s federal government report will be published in February.

To learn more about our federal government services, visit www.cfigroup.com.

About CFI Group (www.cfigroup.com)

Since 1988, [CFI Group](#) has delivered customer experience measurement and business insights from its Ann Arbor, Michigan headquarters and a network of global offices. As founding partner of the American Customer Satisfaction Index (ACSI), CFI Group is the only company within the United States licensed to apply ACSI methodology in both the federal government and private sectors. Using this patented technology and top research experts, CFI Group uncovers the operational drivers and impact of the citizen experience with the federal government.

About ACSI (www.theacsi.org)

The [American Customer Satisfaction Index \(ACSI\)](#) is a national economic indicator of customer evaluations of the quality of products and services available to household consumers in the United States. The ACSI uses data from interviews with roughly 70,000 customers annually as inputs to an econometric model for analyzing customer satisfaction with more than 300 companies in 43 industries and 10 economic sectors, including various services of federal and local government agencies.

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Media Contact:

David Baker
AskUs@cfigroup.com
(734) 355-8232