



## WHAT DO YOU THINK OF SOCIAL SERVICES?

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In order to improve the services we provide, we need to know what is working well, and where there is room for improvement. For this reason, everyone who visits the Social Services office during

2018-09-24 – 2018-10-12

is being offered the opportunity to answer the questions below. Participation is voluntary and anonymous. The answers will be compiled so that the answers of individual persons cannot be identified.

Whether or not you want to answer the questions is entirely up to you. Your opinions are very important to us, however, as there will be more benefit from the survey the more people respond.

The results of the survey will be made available at [Botkyrka.se](http://Botkyrka.se). People in other municipalities have also answered the questions and it will be possible to compare the results with other municipalities.

### 1. What is your gender?

- Female
- Male
- Other/Prefer not to say

### 2. How easy or difficult is it to get in touch with the social worker (for example by phone, text message, or e-mail)?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult

Don't know/No opinion

**3. How easy or difficult is it to understand the information the social worker gives you?**

Very easy

Fairly easy

Fairly difficult

Very difficult

Don't know/No opinion

**4. How much understanding does the social worker show for your situation?**

A lot

A fair amount

Fairly little

None at all

Don't know/No opinion

**5. Does the social worker ask for your views on how your situation could be changed?**

Yes

No

Don't know/No opinion

**6. How much influence have you had over the kind of assistance you receive from Social Services in the municipality?**

- A lot
- A fair amount
- Fairly little
- None at all
  
- Don't know/No opinion

**7. How satisfied or dissatisfied are you overall with the support you receive from Social Services in the municipality?**

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
  
- Don't know/No opinion

**8. How has your situation changed since you came into contact with Social Services in the municipality?**

- My situation is a lot better
- My situation is a little better
- No change
- My situation is a little worse
- My situation is a lot worse
  
- Don't know/No opinion

Thank you for taking the time to answer the questions!