

# Reasons for satisfaction (Top 100)

| Very/Quite satisfied   | Nov - 18   | Feb - 19   | May-19     | Aug-19    | Nov-19    | Mar-20     |
|--|------------|------------|------------|-----------|-----------|------------|
| Straightforward / easy   | 14 (24%)   | 48 (35%)   | 43 (32%)   | 21 (24%)  | 18 (23%)  | 35 (33%)   |
| Prompt / Speedy / Quick  | 11 (19%)   | 39 (28%)   | 51 (38%)   | 27 (31%)  | 19 (24%)  | 33 (31%)   |
| Good / Satisfactory / works as it should                       | 10 (17%)   | 46 (34%)   | 30 (22%)   | 17 (20%)  | 24 (31%)  | 19 (18%)   |
| Staff Helpful / Good   | 7 (12%)    | 8 (6%)     | 13 (10%)   | 12 (14%)  | 4 (5%)    | 11 (10%)   |
| No issues in general   | 5 (8%)     | 17 (12%)   | 12 (9%)    | 5 (6%)    | 10 (13%)  | 10 (9%)    |
| Happy / Impressed with ScotLIS                                 | 6 (10%)    | 6 (4%)     | 13 (10%)   | 19 (22%)  | 14 (18%)  | 7 (7%)     |
| Registers Direct easy to use                                   | -          | -          | -          | -         | -         | 6 (6%)     |
| Reasonable cost  | 1 (2%)     | 1 (1%)     | 8 (6%)     | 1 (1%)    | 1 (1%)    | 1 (1%)     |
| Accurate   | 1 (2%)     | 3 (2%)     | 2 (1%)     | 5 (6%)    | 1 (1%)    | 1 (1%)     |
| Backlog/issues with turnaround times/registrations/title deeds | -          | 7 (5%)     | 8 (6%)     | 7 (8%)    | 7 (9%)    | 7 (7%)     |
| Issues online with forms, maps, login                          | -          | 2 (1%)     | 4 (3%)     | 1 (1%)    | 3 (4%)    | 4 (4%)     |
| Inconsistency relating to rejections                           | -          | -          | 1 (1%)     | 1 (1%)    | 2 (3%)    | 4 (4%)     |
| Slow at times - Responding to emails/answering calls           | 4 (7%)     | 1 (1%)     | 2 (1%)     | 3 (3%)    | 1 (1%)    | 4 (4%)     |
| Unable to call re. enquiries (have answers over the phone)     | 1 (2%)     | 1 (1%)     | 2 (1%)     | 1 (1%)    | 1 (1%)    | 3 (3%)     |
| No explanations given re. process/rejections                   | 5 (8%)     | 2 (1%)     | 2 (1%)     | 3 (3%)    | 2 (3%)    | 2 (2%)     |
| Want to send docs in PDF/Electronically                        | -          | 2 (1%)     | -          | 1 (1%)    | 1 (1%)    | 1 (1%)     |
| No one takes responsibility / unwilling to help                | -          | -          | -          | -         | 1 (1%)    | 1 (1%)     |
| Fees / arrears /owe me money                                   | -          | -          | -          | -         | 1 (1%)    | 1 (1%)     |
| <b>Base: All who were very satisfied or satisfied)</b>         | <b>59*</b> | <b>137</b> | <b>135</b> | <b>87</b> | <b>78</b> | <b>106</b> |

The top reason for respondents stating they were satisfied differed this wave, with around a third stating that it was straightforward or quick. This is back in line with August 2019 wave. Other main reasons were similar to previous waves – it works as it should, is satisfactory and staff are helpful.

However, some of those who stated they were 'satisfied' also mentioned negative aspects of service, suggesting that while they are generally satisfied there were minor issues that need to be addressed such as:

- The backlog and issues around turnaround times
- Issues with forms online
- Inconsistencies relating to rejections

\*Apply caution when using percentages as the sample size is extremely small.

\*\*Please note absolute numbers add up to more than the overall base as respondents gave multiple reasons.

\*\*\*Percents are based on all those who were satisfied or very satisfied.