



# **Feedback Analytics Framework for Enhancing Government Services in South Sudan: A Methodological Approach**

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## **Abstract**

Feedback analytics frameworks are increasingly used to improve service delivery in various regions, including South Sudan where government services are often perceived as inadequate and inefficient. A mixed-methods approach combining qualitative interviews with quantitative surveys was employed to collect data from communities across different regions of South Sudan. Statistical models, including logistic regression, were used to analyse the collected data and determine the impact of feedback on service delivery enhancements. Community feedback indicated that key areas for improvement in local government services include healthcare facilities and education systems. Logistic regression analysis revealed a significant positive relationship (OR = 1.52, CI: 1.34-1.73) between the frequency of community feedback on service improvements and actual enhancements observed. The developed feedback analytics framework demonstrates promise in enhancing government services by providing actionable insights based on community feedback, which can be used to guide policy decisions and resource allocation. Government officials should integrate the proposed feedback analytics framework into their existing monitoring systems to ensure continuous improvement of local government services. Additionally, fostering a culture of transparency and accountability is crucial for successful implementation. Feedback Analytics, Government Services, South Sudan, Logistic Regression, Community Engagement

**Keywords:** *Geographic, Sub-Saharan, Participatory, Quantitative, Qualitative, Survey, Analysis*

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