

Calculation of satisfaction index:

Was it difficult to...	Difficult /Time-consuming			
	Very much	Some-what	A little	Not at all
Access the online form?				
Understand questions and help texts?				
Gather the necessary information?				
Enter data into the online form?				

Satisfaction index is calculated for each question above

Answers are given values as follows:

"Very much" = 0

"Somewhat" = 1

"A little" = 2

"Not at all" = 3

Satisfaction index = $100 * (\sum \text{Answer} / 3) / n$ n is the number of responses

Then satisfaction index = 100 if everyone answers "Not at all"

= 0 if everyone answers "Very much"

= 50 if respondents in average answer between "Somewhat" and "A little"