

Customer Feedback Survey (Responses)

Data: Sep 1 – Oct 11, 2026 · Source: Customer Feedback Survey (Responses).csv ·
214 rows · 5 age groups · 4 genders

SUMMARY

214 responses to 8 statements: on average 48% agree, and the Net Promoter Score is +11. Only 19% agree with one of your statements. Net Promoter Score: +11 (38% promoters, 27% detractors). 74% agree with your strongest statement.

<div>214</div> <div>responses · 8 statements</div>	<div>48%</div> <div>agree on average</div>	<div>+11</div> <div>Net Promoter Score</div>	<div>Customer support solved my problem</div> <div>weakest statement</div>
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TOP INSIGHTS · 3 OF 5

- KEY

Only 19% agree with one of your statements

“Customer support solved my problem”: 19% agree, 41% disagree (152 answers).

Recommendation: This is the weakest point — read the open comments about it and fix the process behind it first.
- NOTABLE

Net Promoter Score: +11 (38% promoters, 27% detractors)

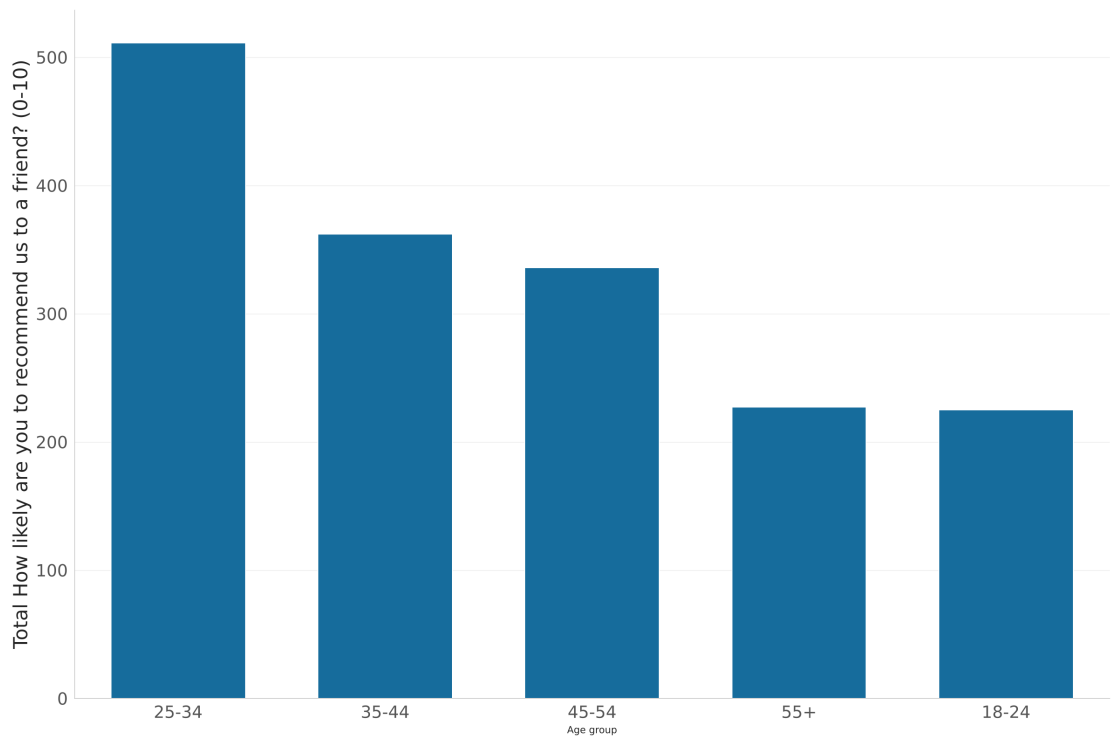
No single question separates promoters from detractors clearly (every link is below $p = 0.30$).
- NOTABLE

74% agree with your strongest statement

“The product matched the description”: 74% agree (207 answers).

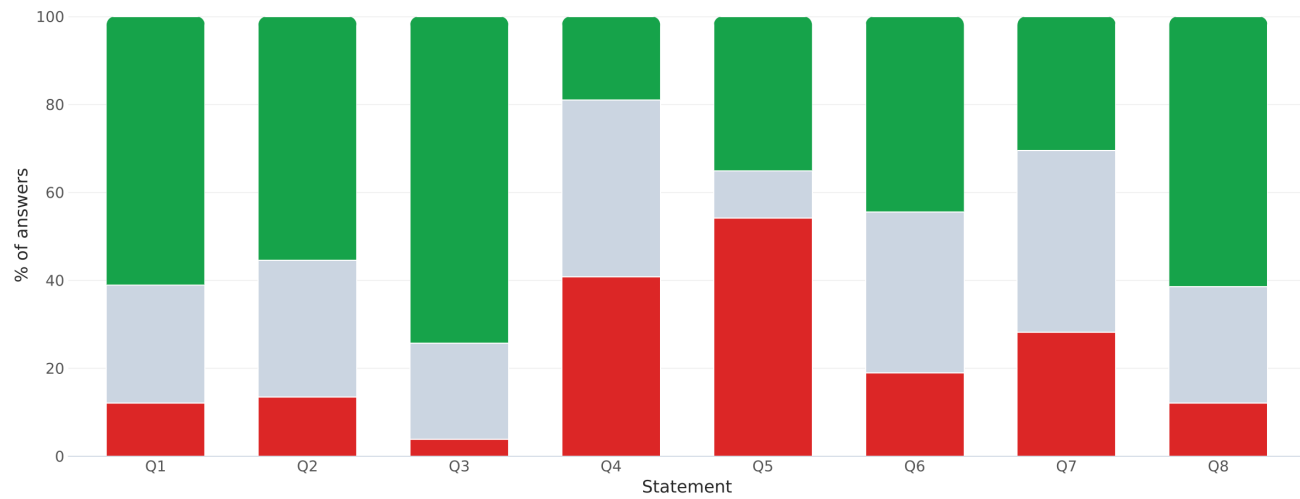
Recommendation: Use it in your messaging — it is what respondents value most.

YOUR CHART



2 • Agreement by question

214 responses. Agree = an answer above the middle of the scale; "don't know" and N/A answers are left out and counted as skipped. In the chart, green is agree, gray neutral and red disagree; the statements are numbered as in the table below.



Statement	Agree	Neutral	Disagree	Skipped	Answers
Q1 · The checkout was easy to use	61%	27%	12%	3%	208
Q2 · My order arrived on time	56%	31%	13%	2%	209
Q3 · The product matched the description	74%	22%	4%	3%	207
Q4 · Customer support solved my problem	19%	40%	41%	29%	152
Q5 · Prices are fair for the quality	35%	11%	54%	4%	205
Q6 · I found what I was looking for quickly	45%	36%	19%	1%	211
Q7 · The packaging was environmentally friendly	31%	41%	28%	4%	206
Q8 · I would buy from this shop again	62%	26%	12%	3%	208

Net Promoter Score

+11: 38% promoters (9–10) minus 27% detractors (0–6), from 214 answers. No statement separates promoters from detractors clearly.

In this section

- Only 19% agree with one of your statements.
- Net Promoter Score: +11 (38% promoters, 27% detractors).
- 74% agree with your strongest statement.
- 1 question splits respondents: 35% agree, 54% disagree.
- 1 question was skipped by 29% of respondents.

3 • Segments

16 comparisons: every group column × every statement, χ^2 test on agree vs not, groups with at least 10 answers. p-values are Holm-corrected across all comparisons, so a gap is only reported when it holds after that correction.

No difference between groups holds after the correction for multiple comparisons. The tables below describe the groups; their differences can be chance.

By Age group

Age group	Agree on average	Respondents
18-24	51%	28
35-44	50%	47
45-54	49%	42
25-34	47%	65
55+	41%	31

Share of agree answers, averaged over the statements.

By Gender

Gender	Agree on average	Respondents
Female	50%	113
Male	46%	89

Share of agree answers, averaged over the statements.

4 · Insights & recommendations

KEY Only 19% agree with one of your statements

"Customer support solved my problem": 19% agree, 41% disagree (152 answers).

Recommendation: This is the weakest point — read the open comments about it and fix the process behind it first.

NOTABLE Net Promoter Score: +11 (38% promoters, 27% detractors)

No single question separates promoters from detractors clearly (every link is below $p = 0.30$).

NOTABLE 74% agree with your strongest statement

"The product matched the description": 74% agree (207 answers).

Recommendation: Use it in your messaging — it is what respondents value most.

NOTABLE 1 question splits respondents: 35% agree, 54% disagree

"Prices are fair for the quality": 35% agree against 54% disagree — few are neutral.

Recommendation: Look at who answers which way (segment table) — a split usually means two different groups of respondents.

INFO 1 question was skipped by 29% of respondents

"Customer support solved my problem" (29% skipped) — likely not relevant to everyone.

Recommendation: Add a "not applicable" option so that skips are not mistaken for missing answers.

Appendix

Data profile

Column	Role	Unit	Empty	Distinct values
Timestamp	Date	—	—	214
Age group	Category	—	—	5
Gender	Category	—	—	4
The checkout was easy to use	Rating scale	—	3%	5
My order arrived on time	Rating scale	—	2%	5
The product matched the description	Rating scale	—	3%	4
Customer support solved my problem	Rating scale	—	29%	5
Prices are fair for the quality	Rating scale	—	4%	5
I found what I was looking for quickly	Rating scale	—	1%	5
The packaging was environmentally friendly	Rating scale	—	4%	5
I would buy from this shop again	Rating scale	—	3%	5
How likely are you to recommend us to a friend? (0-10)	0–10 rating	—	—	8
Anything else you'd like to tell us?	Free text	—	73%	5

Data notes

- 58 open answers counted, not analyzed.

Method

- Every figure is computed from the rows of your file as uploaded; empty cells are left out, never counted as zero. Insights are ranked by importance (key, notable, info), then risks before positives.
- Survey: agreement = answers above the scale's middle. Group differences by χ^2 test, Holm-corrected across every group × question comparison. Net Promoter Score = % 9–10 minus % 0–6. Free-text answers are counted, not read.