



# COJ Customer Satisfaction Survey

**2026**

**INTERIM  
REPORT**

**MARCH 2026**

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## **INTRODUCTION**

The Companies Office of Jamaica (COJ) contracted the Consumer Affairs Commission (CAC) to gather and analyze feedback from its customers to evaluate its services and operations. Acknowledging the importance of customer satisfaction, the COJ utilized the Customer Satisfaction Survey as a key tool for collecting valuable insights from its clientele. The 2026 survey aimed to measure satisfaction with the products and services provided. The findings will guide targeted improvements and service expansion efforts, with the goal of delivering better overall customer experience.

## **METHODOLOGY**

### **Walk-in Clients**

Data Collection was undertaken during the period February 16, 2026 to March 10, 2026, targeting 1,065 customers of the Companies Office of Jamaica using a margin of error of  $\pm 3\%$ . Responses were obtained from 1,073 clients, yielding a margin of error of  $\pm 2.97\%$  at the 95% level of confidence. The sample consisted of 852 walk-in clients who interacted with the Kingston branch and 221 walk-in clients who engaged with the Montego Bay branch. Data was collected via face-to-face interviews with COJ's clients (walk-ins) over a three-week period. The walk-in clients were selected for interview using a systematic random sampling method: survey officers approached every fifth person to enter the branch from the opening time.

### **Corporate Clients**

Data Collection was undertaken during the period February 20 to March 5, 2026. Corporate clients were interviewed via telephone or provided with a link to an online survey. A list of 114 corporate clients was provided and a sample of 89 was targeted using a margin of error of  $\pm 5\%$ . However, responses were received from 75 clients yielding a margin of error of  $\pm 6.65\%$  at the 95% level of

confidence. The sample consisted of 33 corporate clients who had interacted with the Kingston branch, 40 corporate clients who had engaged the Montego Bay branch, and 2 corporate clients who utilized the Online services of the COJ.

### Limitations

- Many of the telephone numbers on the list were out of service or rang without an answer.

## PRELIMINARY FINDINGS

This preliminary report documents a subset of the findings of the 2026 COJ Customer Satisfaction survey. It includes a summary of customer satisfaction rating of documentation, wait times, COJ’s online services, and service quality features and ways to improve service. It also documents clients’ overall level of satisfaction with the service they received from the COJ. The report presents the views of walk-in clients and corporate clients from both branches of the COJ.

### Overall Customer Satisfaction

The COJ achieved an overall client satisfaction rating of 79% in 2026, three percentage points more than 2025, when the customer satisfaction rating was 76%. See Figure 1

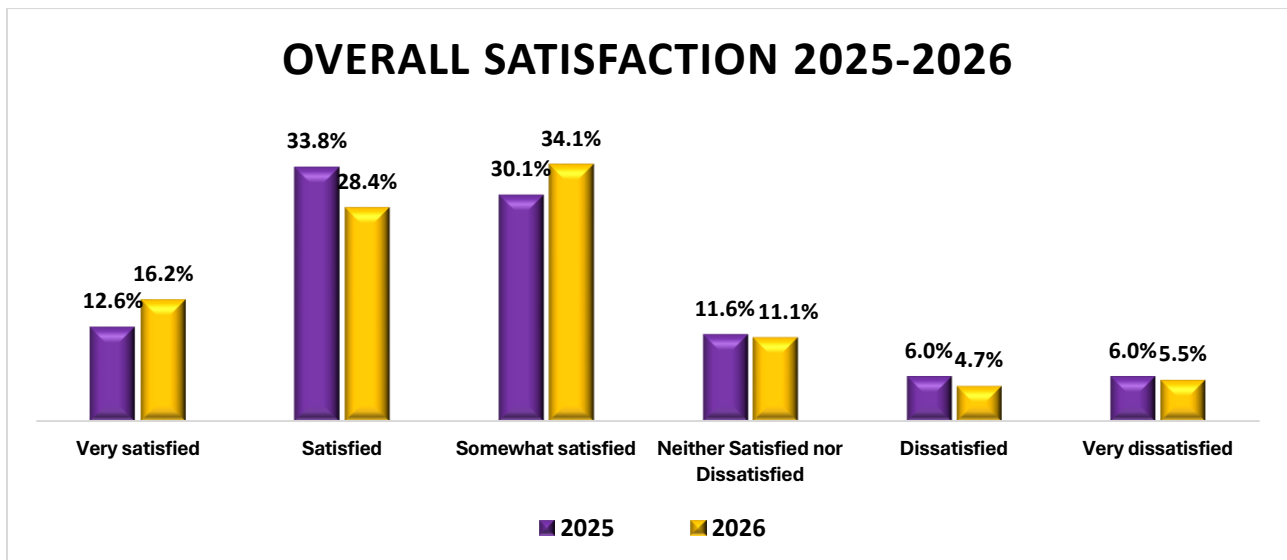


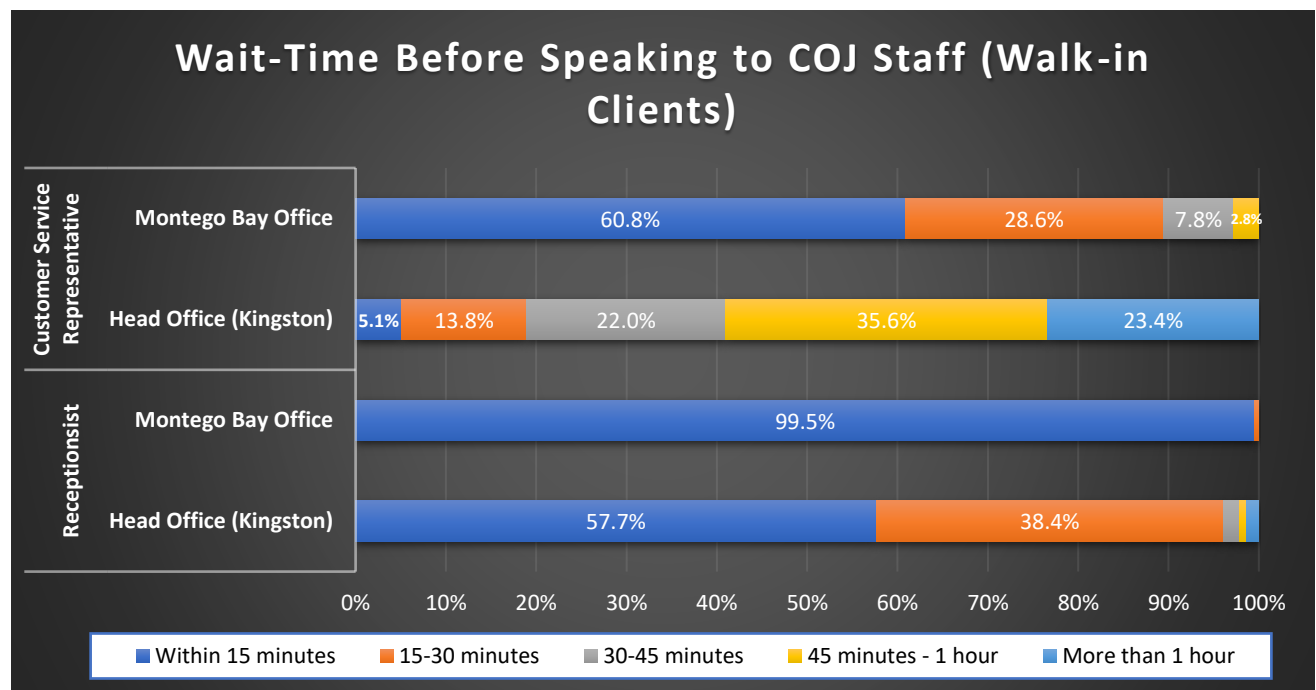
Figure 1. Showing a comparison of overall satisfaction between 2025 and 2026.

## WALK-IN CLIENTS FINDINGS

### Wait Times

Just about two-thirds of walk-in clients (66.7%) indicated that they spoke to the receptionist within 15 minutes. On the other hand, close to three in ten walk-in clients (28.6%) indicated that they waited 45 minutes to 1 hour before speaking to a customer service representative.

Most walk-in clients (99.5%) that accessed the Montego Bay branch indicated that they spoke to the receptionist within 15 minutes. On the other hand, 57.7% of walk-in clients that accessed the Kingston branch indicated that they spoke to the receptionist within 15 minutes. Most clients (60.8%) from the Montego Bay branch waited within 15 minutes before speaking to a customer service representative while 35.6% of clients in Kingston had to wait 45 minutes to an hour to speak to a customer service representative.

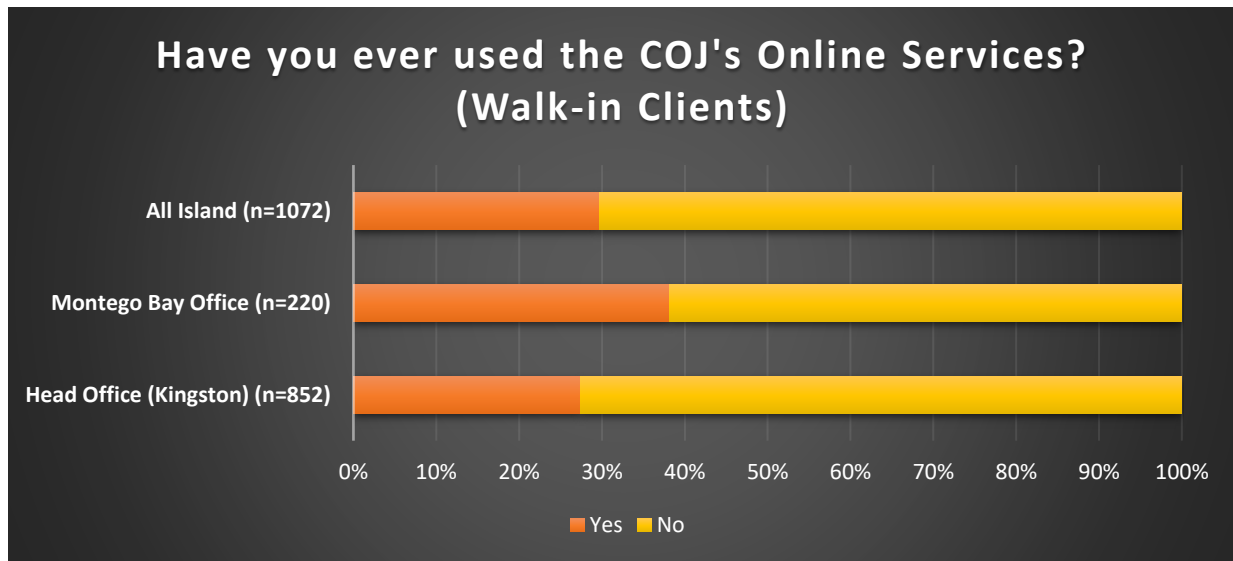


**Figure 2.** Showing the walk-in clients' wait time before speaking to COJ's Rep.

### COJ's Website

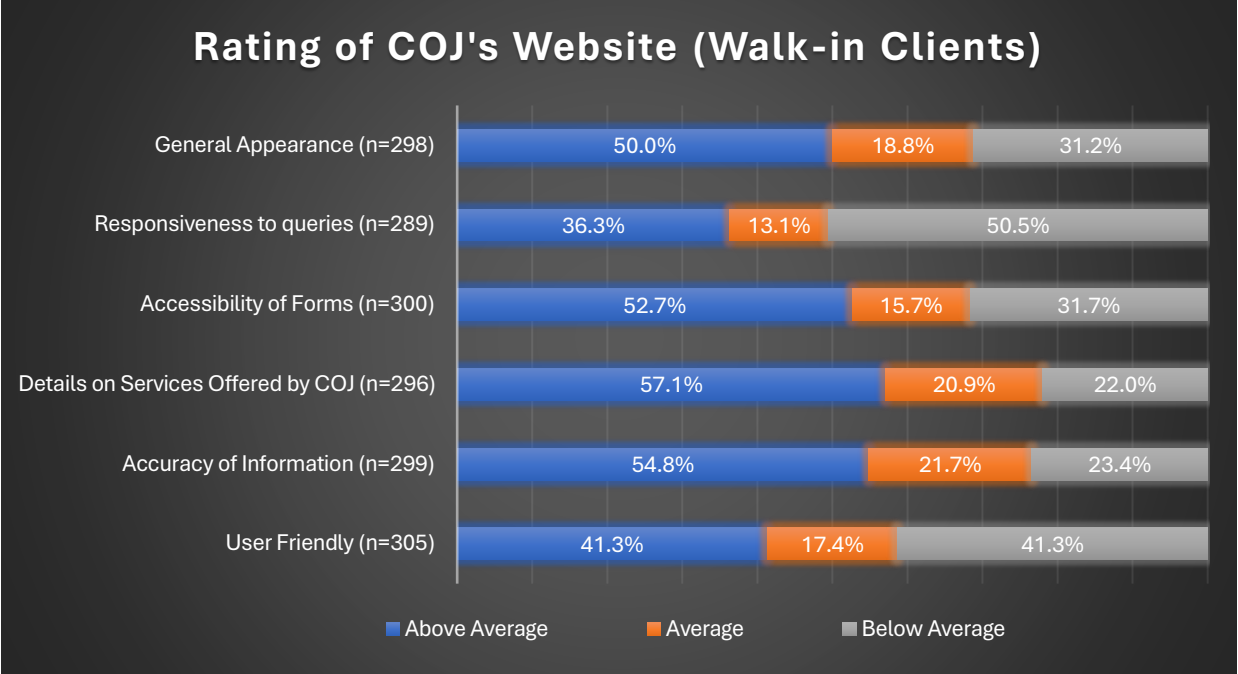
Approximately, seven in ten walk-clients (70.3%) indicated that they did not use the COJ's online services within the last year.

- Consequently, regardless of branch/office, most walk-in clients who accessed both the Head Office (72.5%) and Montego Bay (61.8%) branches indicated that they did not use COJ's online services. See Figure 3.



**Figure 3.** Showing the proportion of walk-in clients who had used the COJ's online services within the last year.

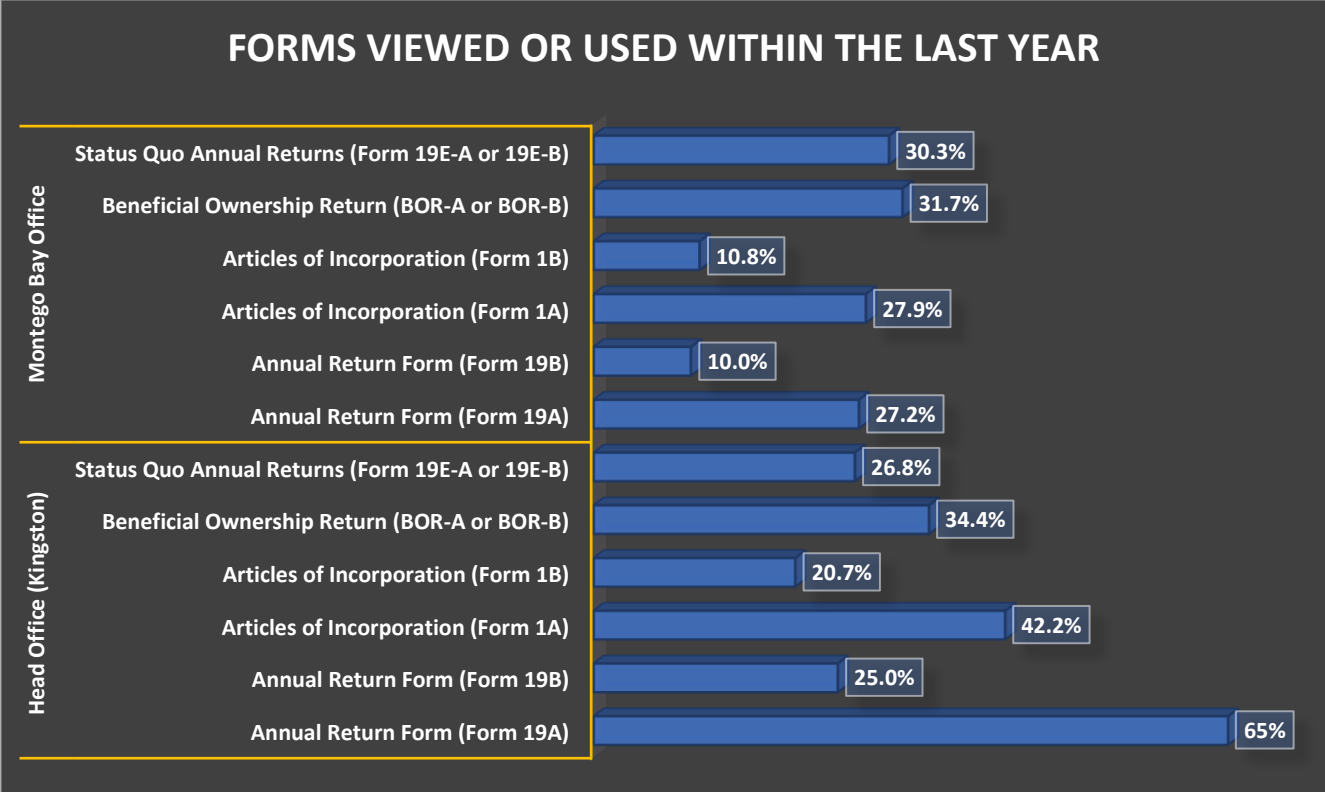
Subsequently, walk-in clients were asked to rate the quality of COJ's website. As seen in Figure 4, most walk-in clients agreed that the quality of COJ's website was above average (good or excellent). Details on Services Offered (57.1%) attained the highest above-average rating. Most respondents (5.5%) thought the responsiveness to queries on the website was below average.



**Figure 4.** Showing walk-in clients' rating of the quality of COJ's website (All Island).

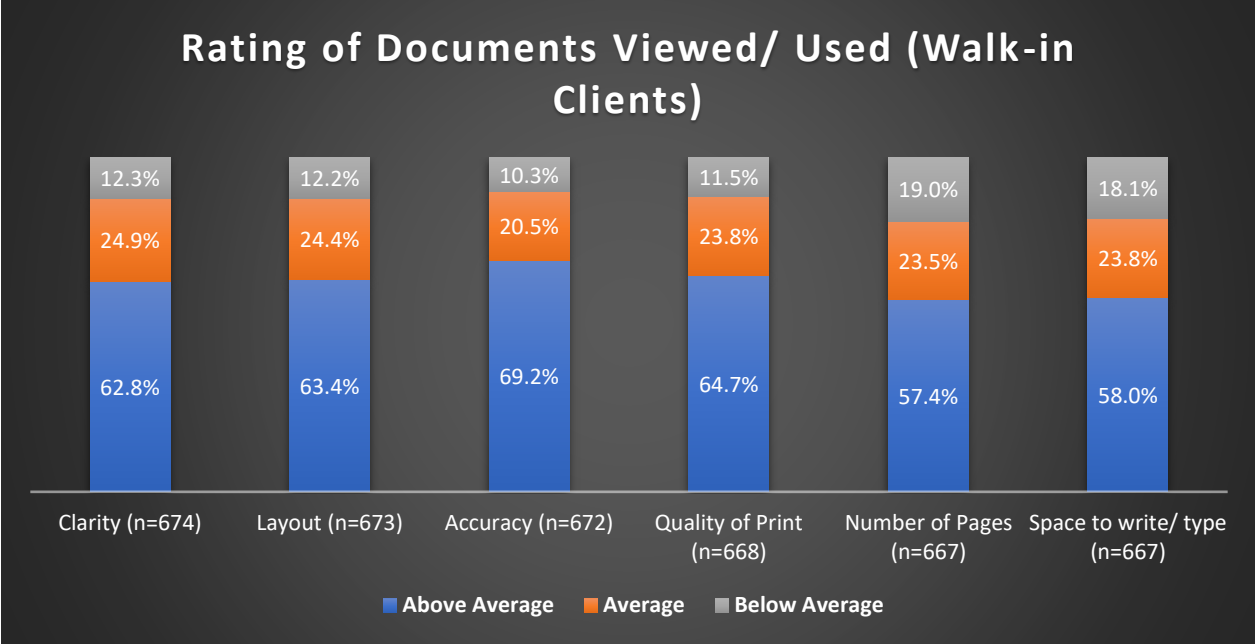
Forms

Most walk-in clients (65%) from the Head Office reported that they viewed or used Form 19A within the last year while 42.2% used Form 1A. On the other hand, less than 32% of walk-in clients (10% - 31.7%) from the Montego Bay branch indicated that they used the forms within the past year. The least used form for the Head Office was Form 1B (20.7%) while for Montego Bay, it was Form 19B (10%). See Figure 5 below.

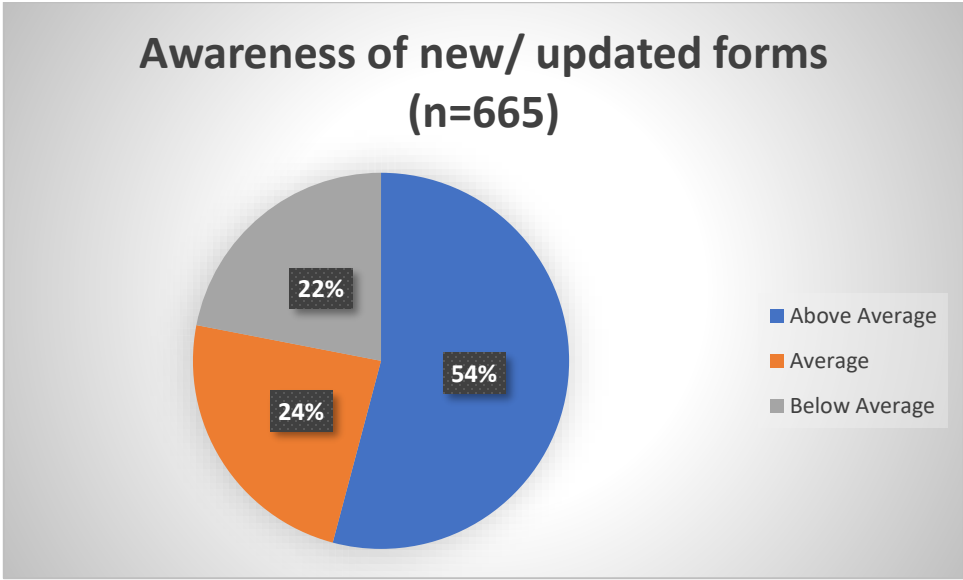


**Figure 5.** Showing the proportion of walk-in clients who had viewed forms of the COJ within the last year (All Island).

When walk-in clients were asked to rate the quality of the COJ forms based on varied criteria, most walk-in clients gave an above-average rating (excellent and good) for all aspects. As seen in Figure 6 below, accuracy (69.2%) was given the highest above-average rating while the number of pages for forms received an above-average rating of 57.4%. In terms of awareness of new/updated forms, most respondents (54.1%) gave an above average rating. See Figure 7 below.



**Figure 6.** Showing walk-in clients' rating of the quality of COJ forms (All Island).

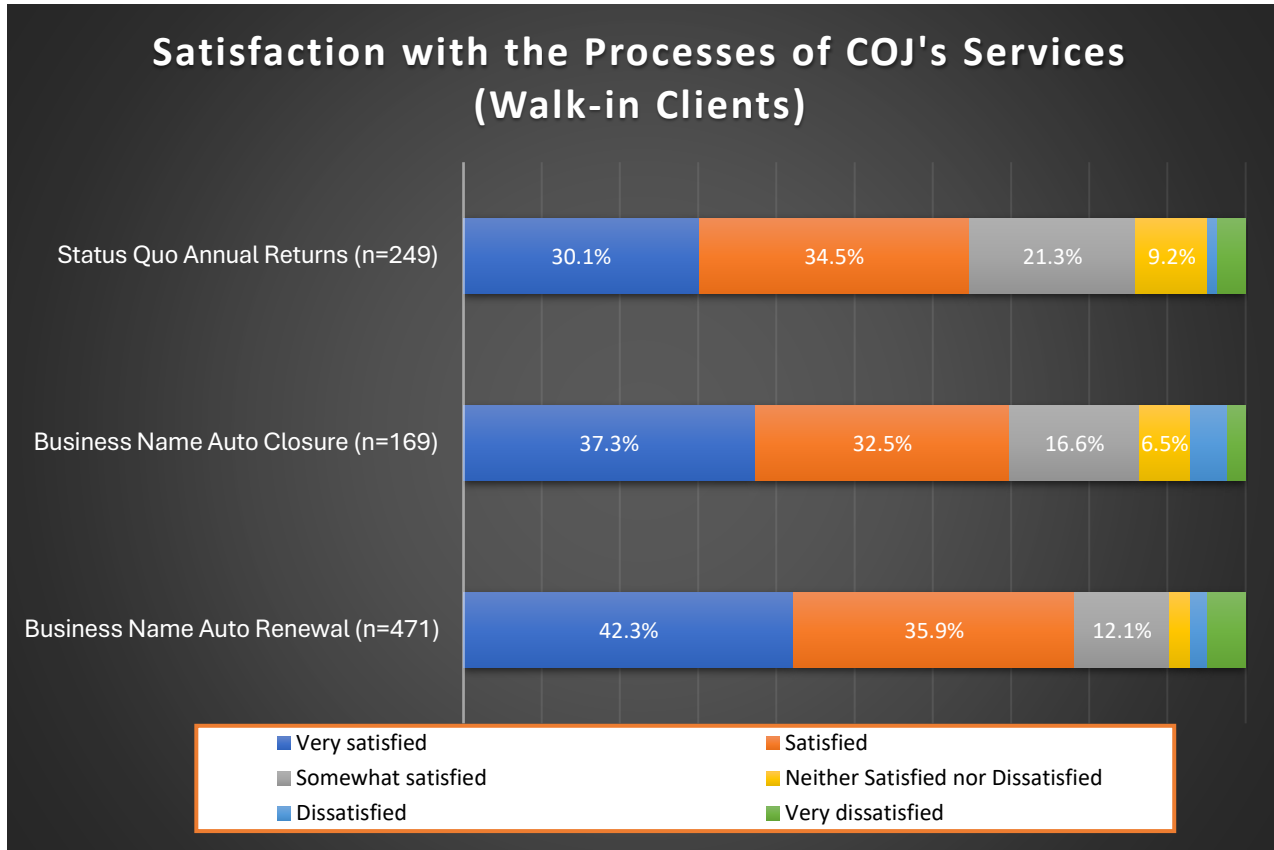


**Figure 7.** Showing rating of awareness of new/ updated forms

Satisfaction with the process of selected services offered by the COJ.

Approximately nine out of every ten walk-in clients (90.2%) indicated that they had some level of satisfaction with the processes of the business name auto-

renewal services with 42.3% being very satisfied. Eight in ten walk-in clients (86.4%) and (85.9%) reported that they were satisfied to some level with the processes of the business name auto-closure services and the status quo annual returns respectively. See Figure 8 below.



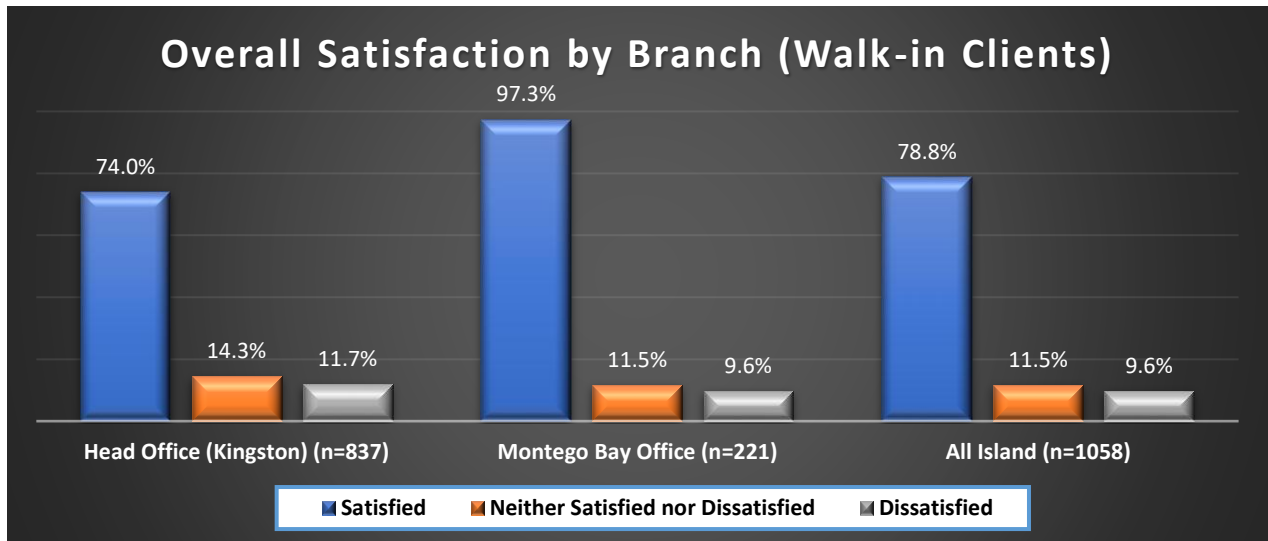
**Figure 8.** Showing the proportion of walk-in clients who were satisfied with the services offered by the COJ (All Island).

Overall level of Satisfaction

More than three quarters of walk-in clients (78.8%) indicated that they were satisfied to some level (somewhat satisfied to very satisfied) with the overall service they had received from the COJ.

- Nine in ten walk-in clients (97.3%) from the Montego Bay branch reported that they were satisfied (somewhat satisfied to very satisfied) with the

services they had received from the COJ while more than seven in ten walk-in clients (74.0%) from Kingston (Head Office) were satisfied.

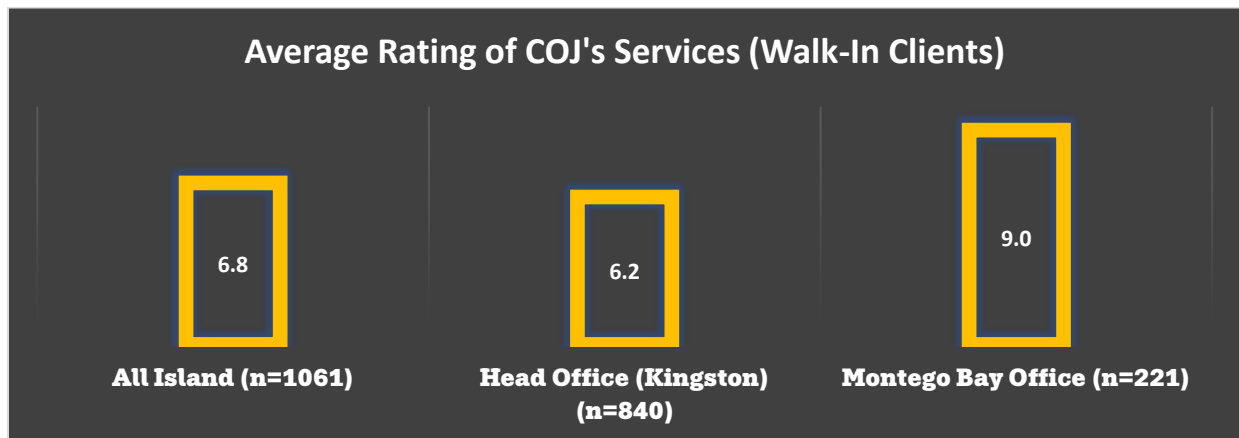


**Figure 9.** Showing overall satisfaction by branch

Service Rating.

Walk-in clients were asked to rate the service they received from the COJ. As seen in Figure 10, overall, clients gave the COJ an average rating of 6.8.

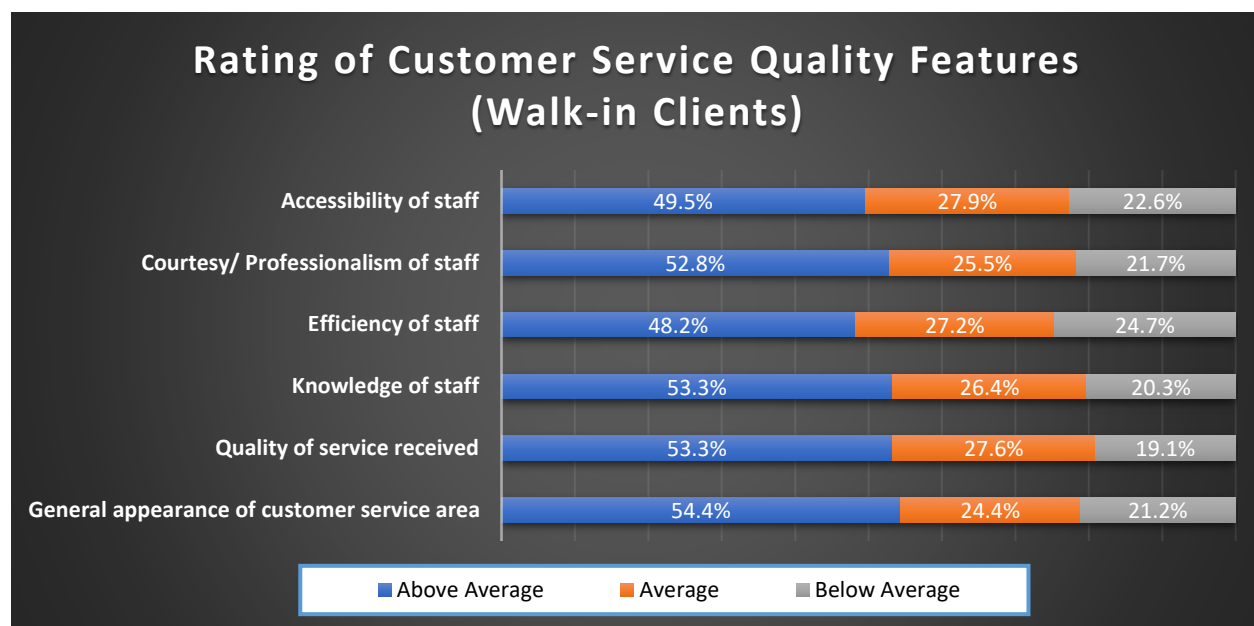
- Walk-in clients who accessed the Kingston branch gave an average rating of 6.2 while walk-in clients who accessed the Montego Bay branch gave an average rating of 9.0.



**Figure 10.** Showing walk-in clients' average rating of the service they had received from the COJ.

### Rating of the Customer Service Quality Features

Most walk-in clients gave all customer service quality features above-average (excellent and good) ratings. It was observed that the general appearance of customer service area received the highest above-average rating of 54.4% while the efficiency of staff received the lowest above-average rating of 48.2%. See Figure 11.

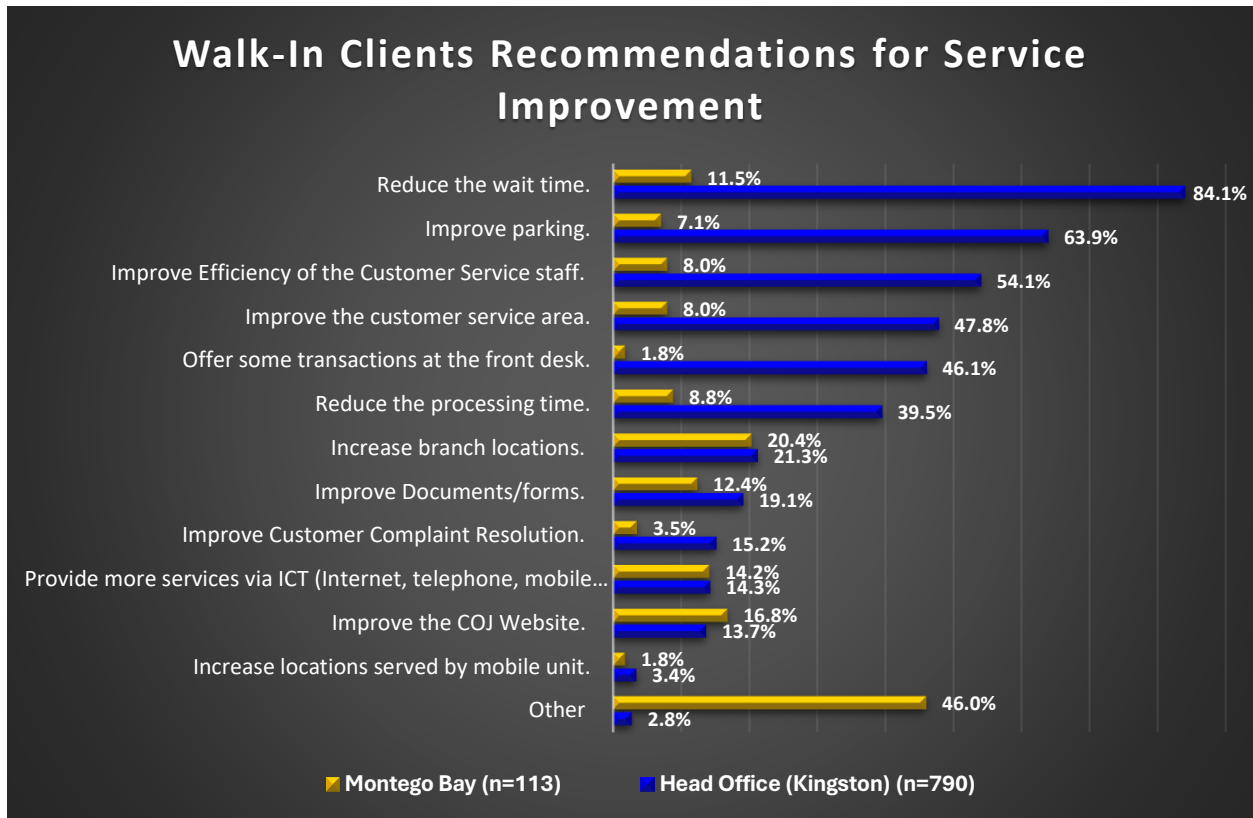


**Figure 11.** Showing walk-in clients' rating of the COJ customer service quality features (All Island).

### Walk-in Clients Recommendations

Walk-in clients were asked to provide any further comments or recommendations. Most walk-in clients from the Head Office (84.1%) and 11.5% from the Montego Bay branch recommended that COJ should reduce its wait times. Completing the top 5 recommendations by walk-in clients from Head Office were to: improve parking (63.9%), improve efficiency of the customer service staff (54.1%), improve the customer service area (47.8%) and offer some transactions at the front desk (46.1%). The top 3 recommendations by walk-in clients from the Montego Bay branch included increased branch locations

(20.4%), improve the COJ website (16.8%) and provide more services via ICT (14.2%). See Figure 12 below.

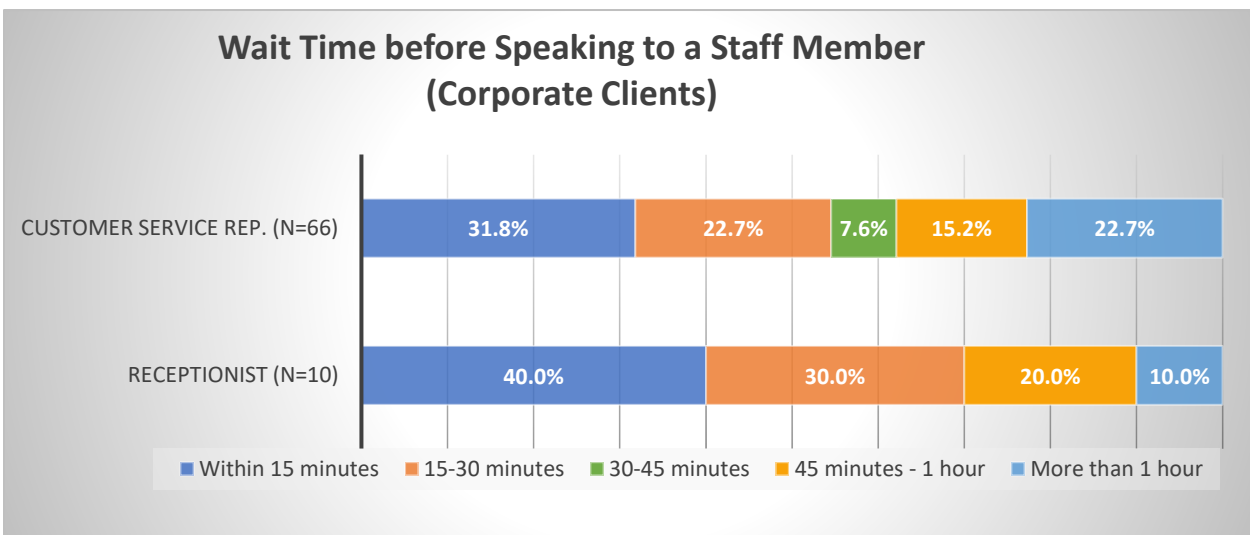


**Figure 12.** Showing walk-in clients' perception regarding what could have been done to serve them better (All Island).

## CORPORATE CLIENTS' FINDINGS

### Wait Times

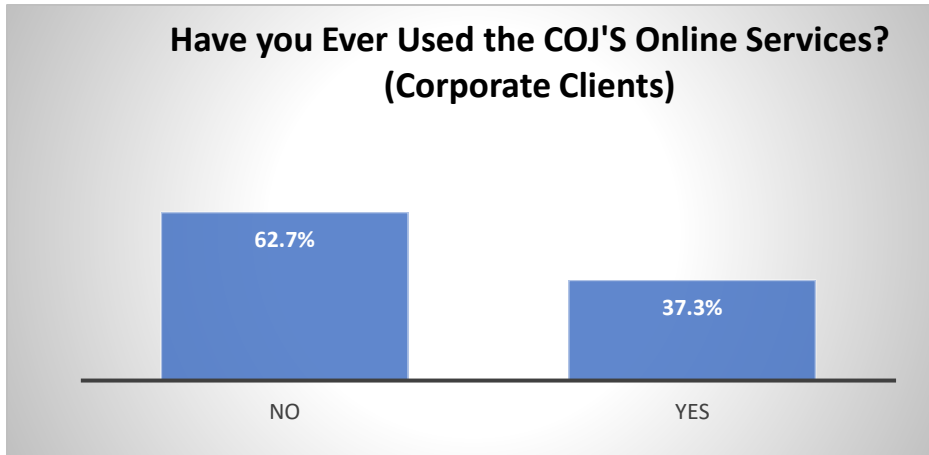
The majority of corporate clients (40.0%) indicated that they spoke to a receptionist within 15 minutes while 30.0% of said they spoke to a receptionist within 15 to 30 minutes. More than three in ten corporate clients said they spoke to a Customer Service Representative within 15 minutes. On the other hand, 22.7% and 10.0% of corporate clients indicated that they waited more than 1 hour before speaking to a customer service representative and a receptionist respectively.



**Figure 13.** Showing the wait-time of corporate clients before speaking to a COJ Representative

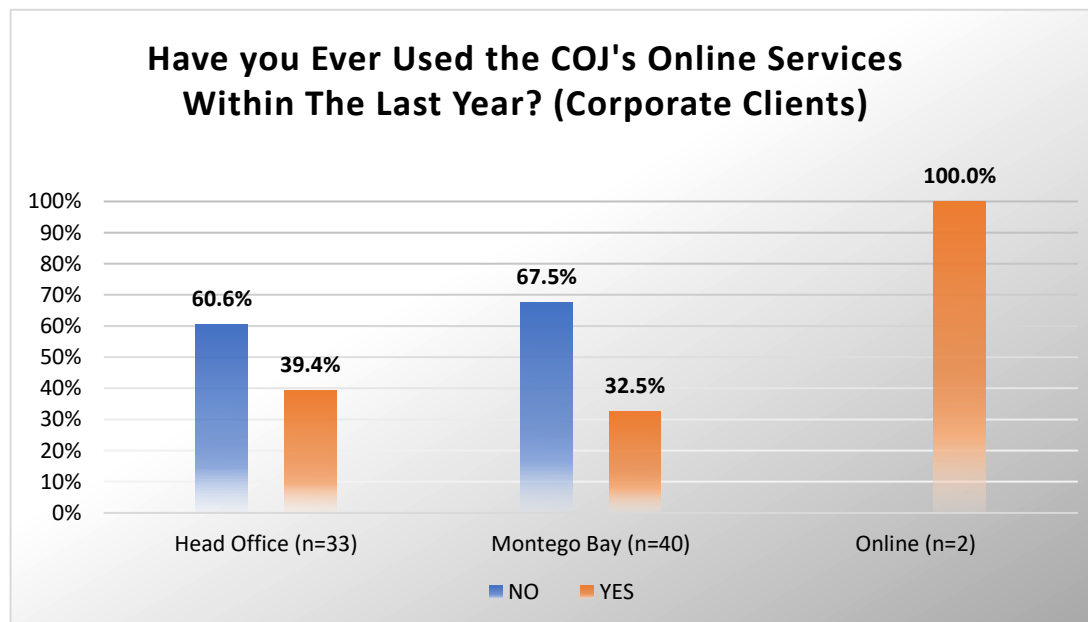
### COJ's Website

A little more than three in ten corporate clients (37.3%) indicated that they had used COJ's online services within the last year. See Figure 14.



**Figure 14.** Showing the proportion of corporate clients who used the COJ's online services.

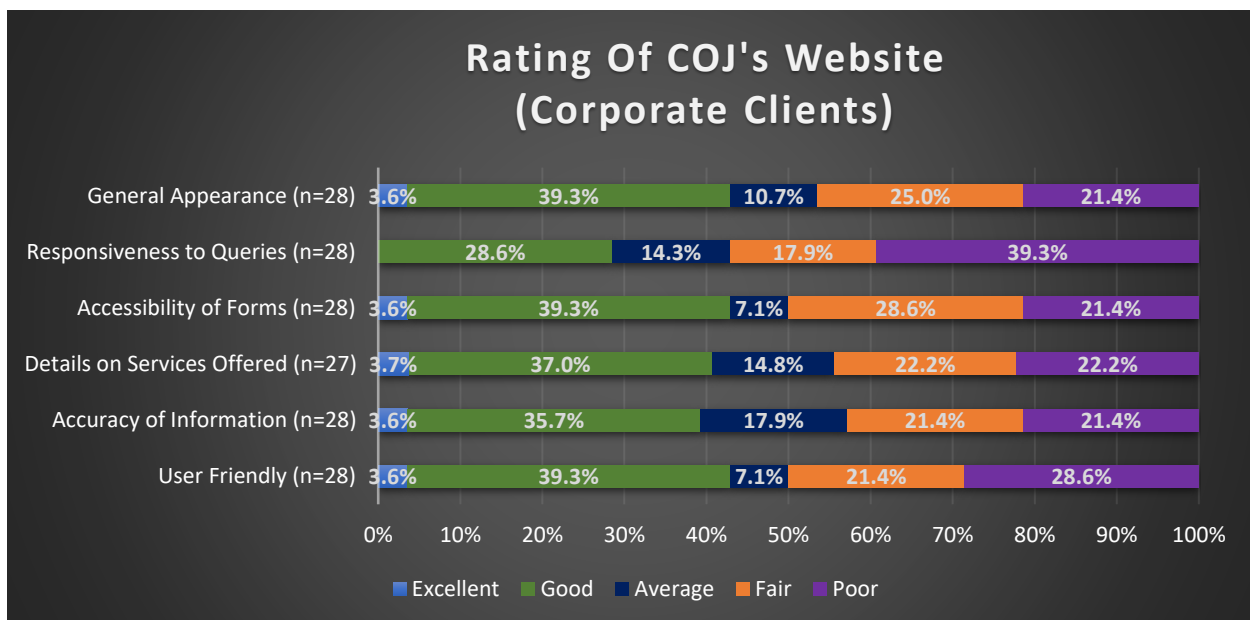
Three in ten corporate clients (39.4%) who accessed the Head Office (Kingston branch) indicated that they had used the COJ's online services during the last year, while all online corporate clients (100%) indicated that they used COJ's online services during the last year. Conversely, most clients (67.5%) who accessed the Montego Bay branch reported that they did not utilize COJ's online services. See Figure 15.



**Figure 15.** Showing usage of the COJ's online services by branch.

Subsequently, corporate clients were asked to rate the quality of COJ’s website. As seen in Figure 16, most corporate clients agreed that the quality of COJ’s website was above average (good or excellent). User Friendly, Accessibility of Forms and General Appearance (42.9%) attained the highest above-average rating while responsiveness to queries achieved the lowest above-average rating of 28.6%.

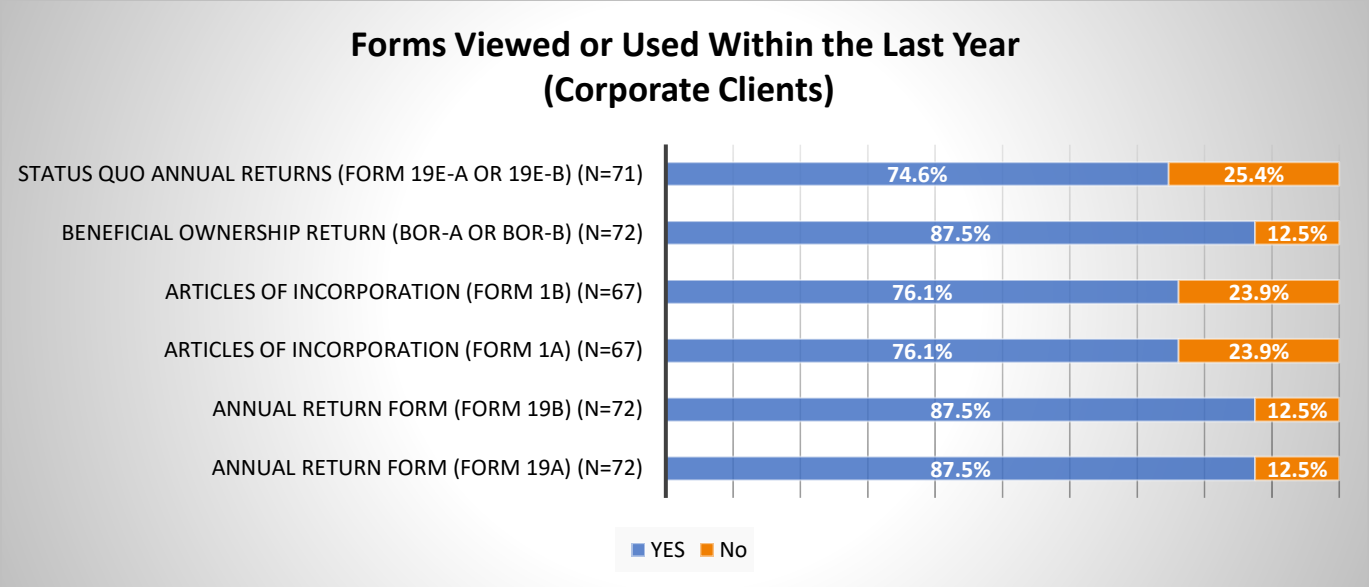
Less than one fifth of the corporate clients (17.9%) gave an average rating for Accuracy of information.



**Figure 16.** Showing corporate clients' rating of the quality of COJ's website (All Island).

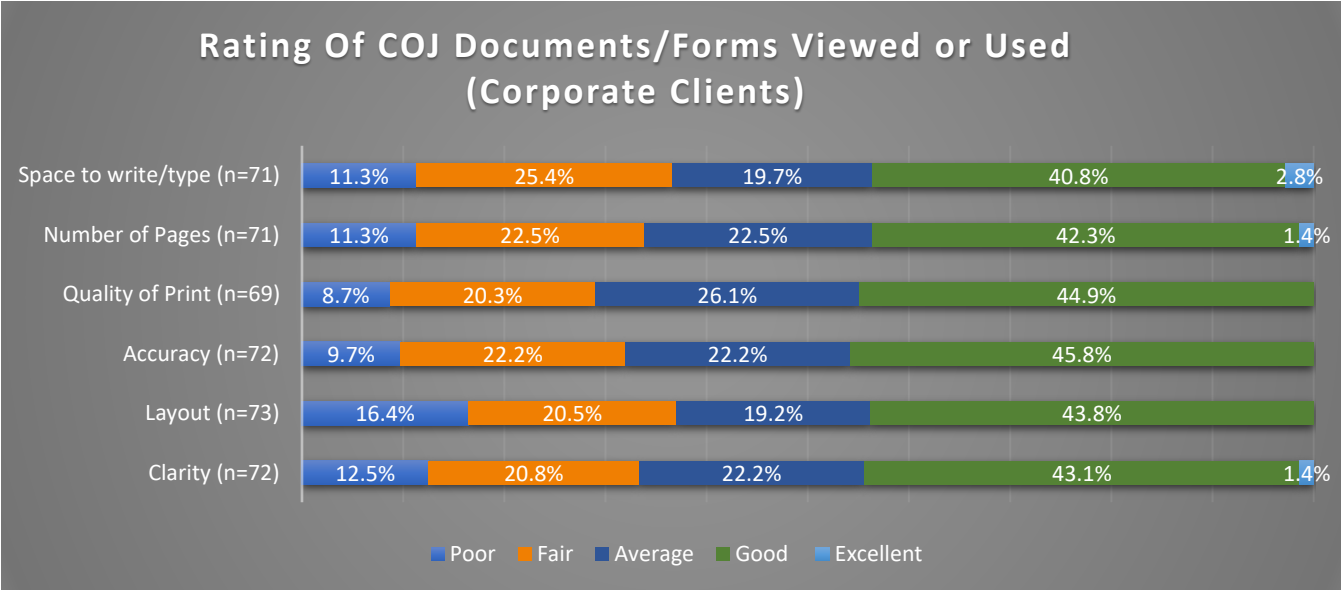
## Forms

Regarding Forms used or viewed within the last year, most corporate clients indicated that they had used or viewed the Forms listed below. The majority of respondents (87.5%) viewed or used Form BOR-A or Form BOR-B, Form 19A, and Form 19B. A little over seven in ten corporate clients (76.1%) stated they viewed or used Form 1A and Form 1B. Also, a little over seven in ten corporate clients (74.6%) said they viewed or used Form 19 E-A or 19 E-B. See Figure 17.



**Figure 17.** Showing the proportion of corporate clients who viewed forms of the COJ within the last year

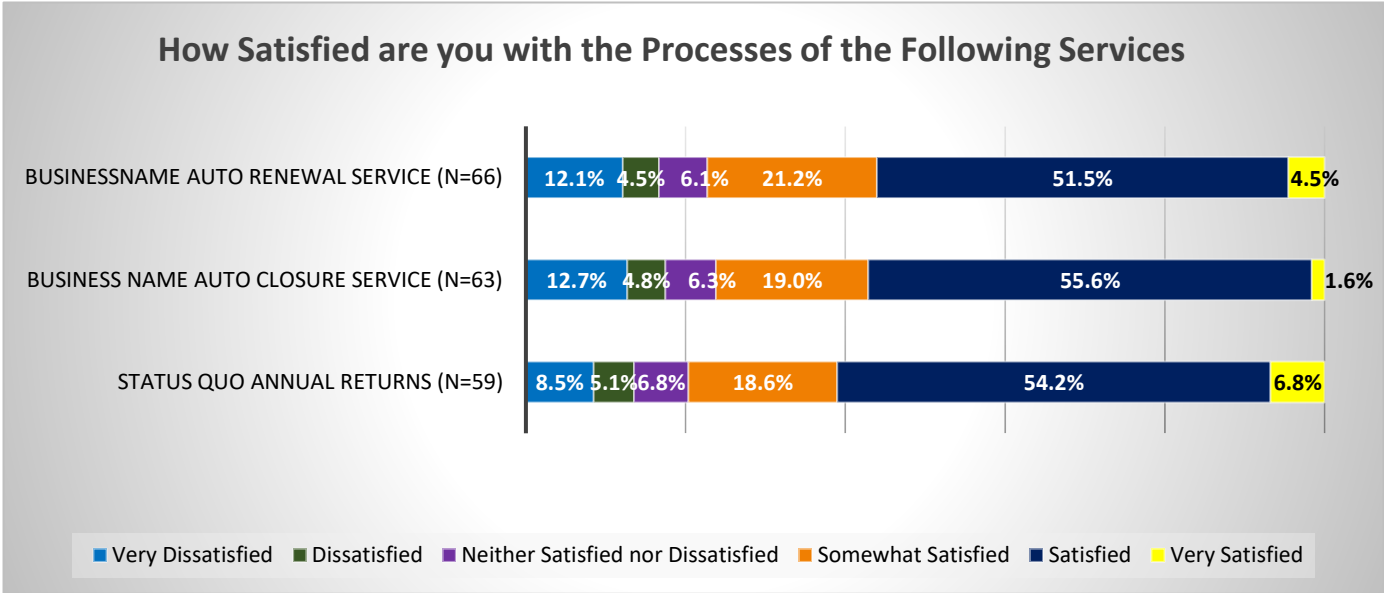
Corporate clients were asked to rate the quality of the COJ forms based on selected criteria; most corporate clients gave every criterion an above-average rating. As seen in Figure 18, the accuracy (45.8%) was given the highest above-average rating while number of pages and space to write/type received the lowest above-average rating of 43.7%.



**Figure 18.** Showing corporate clients' rating of the quality of COJ's forms (All Island)

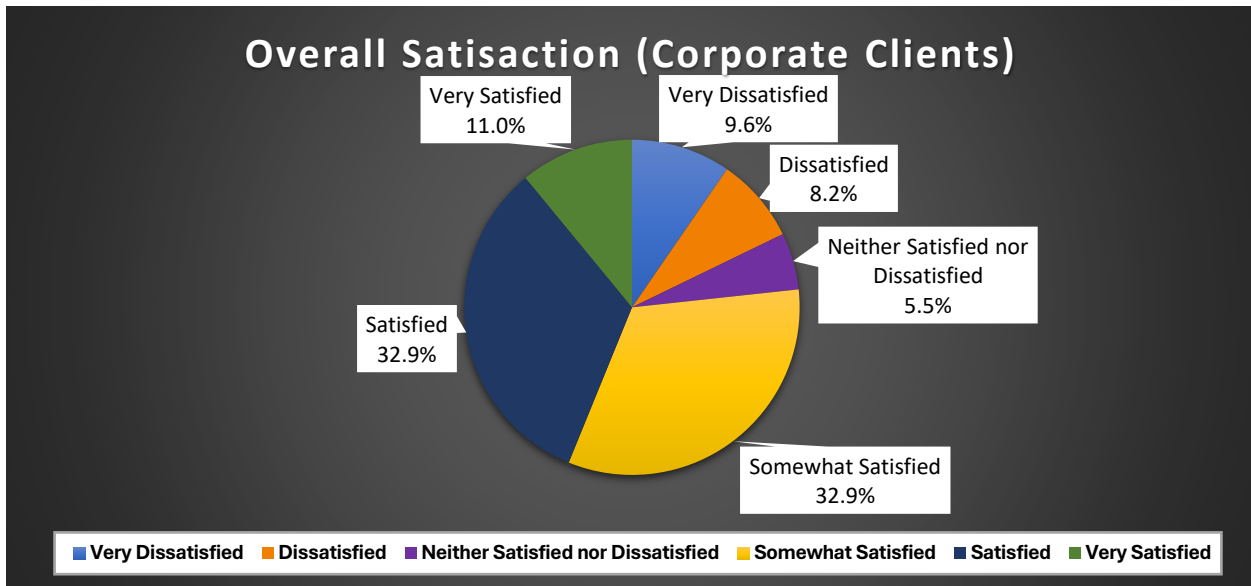
**Satisfaction with the Processes of Services offered by the COJ.**

As presented in Figure 19, most corporate clients (79.7%) indicated that they were satisfied to some degree with the process of the status quo annual returns service. Also 77.3% of corporate clients reported that they were satisfied to some level with the process of the business name auto-renewal service and 76.2% had some level of satisfaction with the business name auto-closure service.



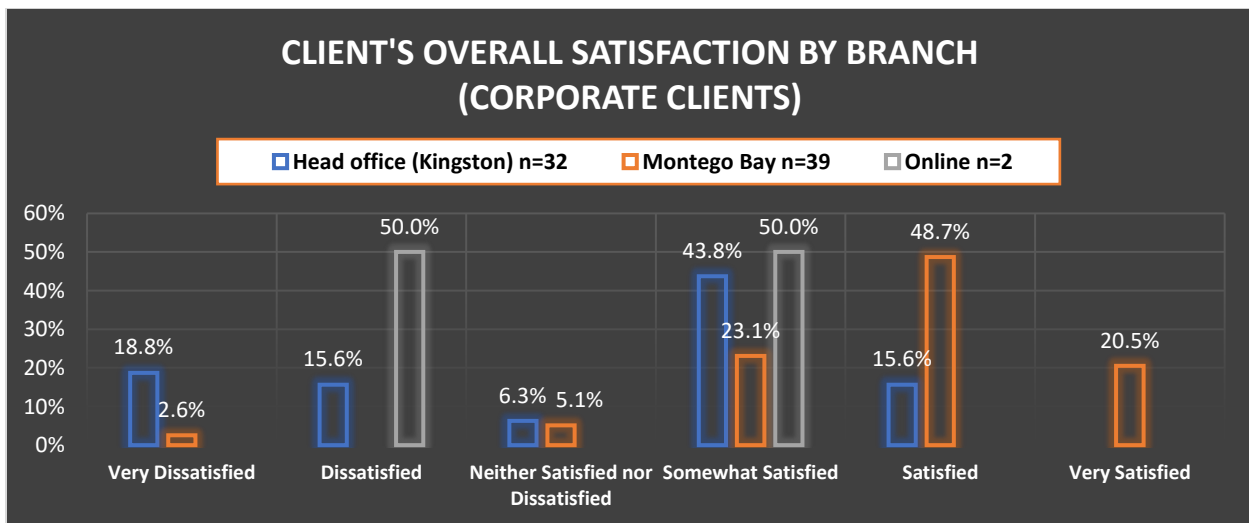
**Figure 19.** Showing the proportion of corporate clients who are satisfied with the services offered by the COJ (All Island).

**Overall level of Satisfaction**



**Figure 20.** Showing overall satisfaction (All Island)

Almost eight in ten corporate clients (76.7%) indicated that they had some level of satisfaction with the level of service they received from the COJ. See Figure 20.



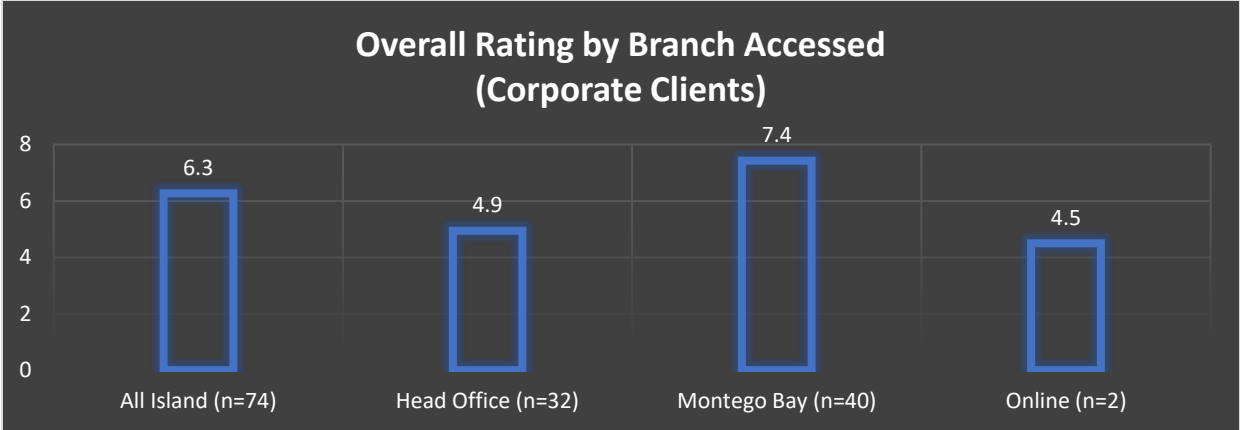
**Figure 21.** Showing corporate clients' overall level of satisfaction with the service they received from the COJ by branch.

Regardless of branch, most corporate clients (Kingston, 59.4%; Montego Bay, 92.3%; Online, 50%) reported that they were satisfied at some level with the service they had received.

Service Rating.

Corporate clients were asked to evaluate the service they received from COJ. As seen in Figure 22, they gave the COJ an overall average rating of 6.3.

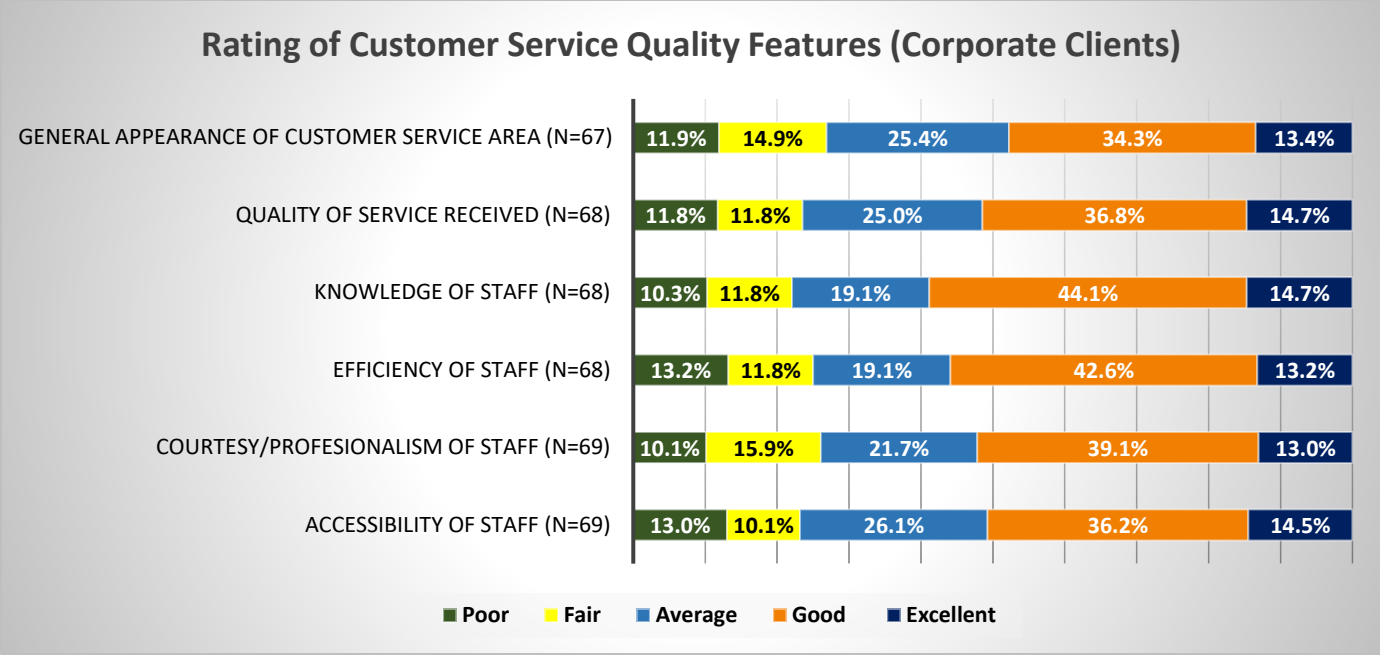
Corporate clients who accessed the Kingston branch gave an average rating of 4.9 while corporate clients who accessed the Montego Bay branch gave an average rating of 7.4. Online corporate clients gave an average rating of 4.5.



**Figure 22.** Showing clients' rating of the service they had received from the COJ.

Rating of the Customer Service Quality Features

Most corporate clients gave all customer service quality features an above-average rating (good to excellent). It was observed that the knowledge of staff received the largest above-average rating of 58.8% while the general appearance of the customer service area received the lowest above-average rating of 47.8%. See Figure 23.

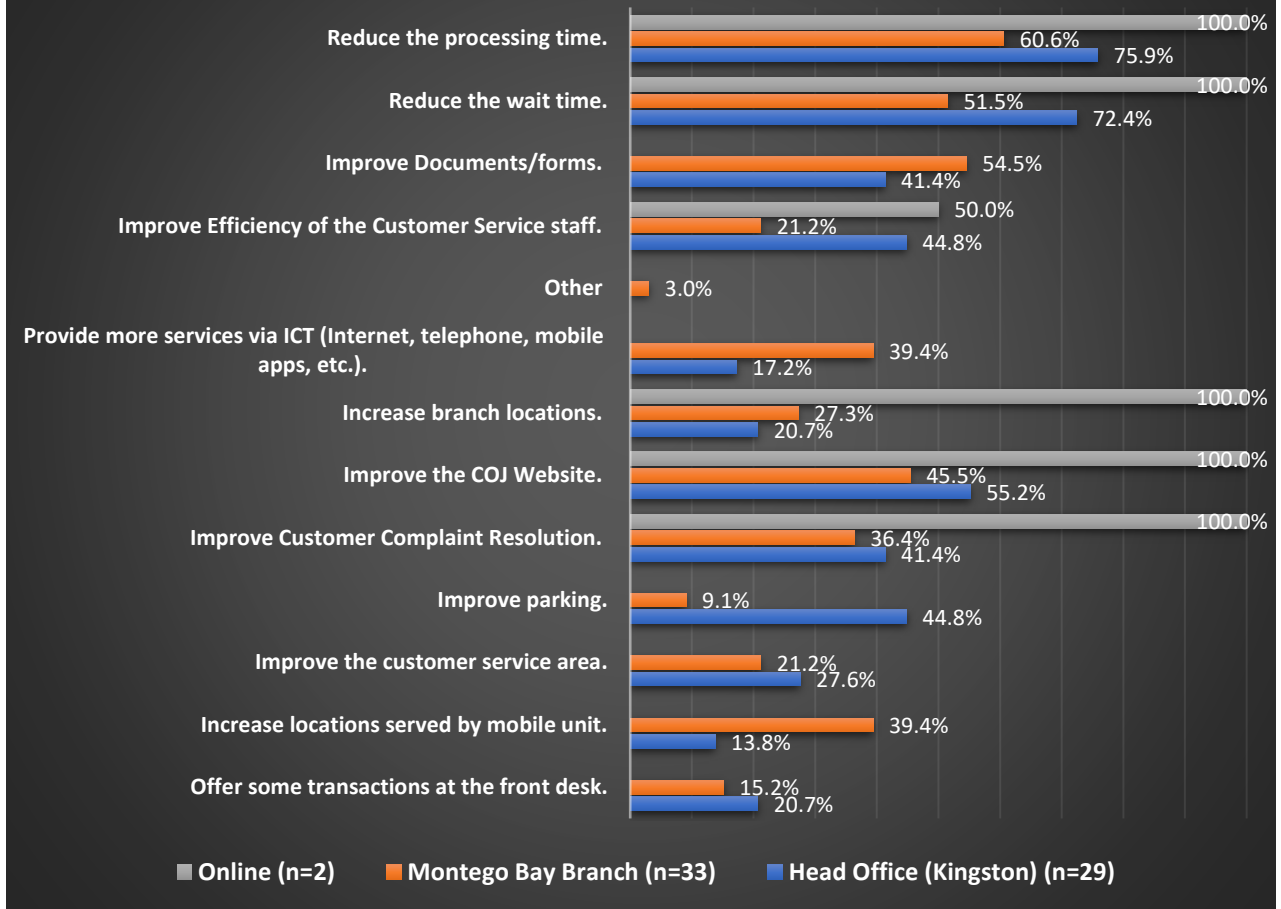


**Figure 23.** Showing clients’ rating of the COJ customer service quality features (All Island).

Corporate Clients Recommendations

Corporate clients were asked to provide any further comments or recommendations. More than three quarters (75.9%) of corporate clients from the Head Office recommended that the COJ should reduce its processing time while 60.6% of corporate clients from the Montego Bay branch said the same. Most Corporate clients from Kingston (72.4%), Montego Bay (54%) and Online (100%) also recommended that the COJ should reduce its wait time. Figure 24 below provides more details on corporate clients’ recommendations.

## Corporate Clients Recommendations by Branch



**Figure 24.** Showing corporate clients' perception regarding what could have been done to serve them better (All Island).

## **CONCLUSION**

The Companies Office of Jamaica continues to deliver quality service as its overall 2026 customer satisfaction score was 79%, representing a 3-percentage point increase over 2025. Most walk-in and corporate clients gave all customer service quality features above-average (excellent and good) ratings ranging from 47.8% to 58.8%.

Walk-in clients gave the COJ an overall average rating of 6.8 while Corporate clients gave an overall average rating of 6.3 out of ten.

Approximately 90.2% of walk-in clients and 77.3% of corporate clients indicated that they had some level of satisfaction with the processes of the business name auto-renewal services.

While there have been improvements in the overall satisfaction level, many clients continue to express dissatisfaction with wait times, processing times and the efficiency of customer service staff.