



GOVERNMENT OF ENUGU STATE OF NIGERIA

**CUSTOMER SATISFACTION QUESTIONNAIRE FOR
MINISTRIES, DEPARTMENTS AND AGENCIES (MDA)**

Explain to the customer:

SERVICOM/PIB is conducting a Compliance Evaluation of Ministries, Departments and Agencies (MDAs) to assess performance with a view to improving service delivery to residents of Enugu State. Your response to the following sets of questions will therefore help us to achieve this objective. This interview should take no longer than 20 minutes. Any information you give will be treated confidentially.

1. What service (s) are you seeking here today?

[a] –

[b] –

[c] –

Quality of service received

2. Have you encountered any difficulties in reaching this service? If so, what?

3. Here is a list of reasons why customers might find it difficult to reach this service. Which ones do customers face here?

	Yes	No
➤ Are there physical obstacles to getting service?	[]	[]
➤ Are there bureaucratic obstacles to getting service?	[]	[]
➤ Are office hours convenient for customers	[]	[]
➤ Are there provisions for customers with physical or mental impairment	[]	[]
Are there provisions for customers from ethnic minority communities?	[]	[]
➤ Do customers find it difficult to access the service? (eg if from remote communities)	[]	[]
➤ Are costs / charges too high	[]	[]
➤ Are cost / charges too high for the very poor	[]	[]
➤ Did you pay above the official rate/fees for the service?	[]	[]
➤ Others (Please Write Below)	[]	[]

4. What quality of services do customers receive here?

Tick if Yes

➤ Are services available throughout opening times?

[]

Are all necessary services available here?

[]

5. Have you ever brought any complaint about this service?

YES NO

5a. If so, was action taken to remedy the complaint?

YES NO

5b. If so, was the action effective?

YES NO

Timeliness

6. Are you aware of any waiting time standards set for the service?

7. How long have you waited to be attended to today?

*[Less than 10mins] *[10-30 mins] *[30mins-1hr] *[over 1hr]

8. Do staff explain or give special reasons for delays?

YES NO

9. Are you informed about interruptions to service and given reasons why?

YES NO

Information

10. Is all information provided to you in plain language?

YES NO

11. Are you encouraged to comment on the quality of service?

YES NO

12. If yes, were the comments acted upon?

YES NO

Professionalism

13. Are cost and payment procedures clearly detailed at this service outlet?

YES NO

14. Did staff adhere to these payment procedures?

YES NO

15. Were there any hidden/extra costs?

YES NO

16. Are procedures for appointments clear to you?

YES NO

17. Do staff follow these procedures and treat everyone equally?

YES NO

18. In your opinion, is the organisation efficient?

YES NO

19. Do you think service has been improving at this organisation?

YES NO

If yes specify in the: *last one year *last two years *last five years

(If more than 2 years – judge service to be not improving)

Staff Attitude

20. Do you find staff polite, friendly and attentive

YES NO

21. Do you think you were treated with respect and given enough privacy?

YES NO

22. Do you think staff treat all customers equally?

YES NO

23. Do you think staff consider your needs more important than what is convenient for them?

YES NO

24. Do you think staff have adapted services to meet actual customer needs?

YES NO

25. Do you think customers with special needs are catered for?

YES NO

26. If we could change one thing to improve services what should it be?

Thank the customer for their time and patience. Explain that the survey will be used confidentially to give the organisation overall feedback on the quality of service. No individual responses, questionnaire or interview will be disclosed to the organisation. Give the customer a leaflet on SERVICOM/PIB. (If available)