

CUSTOMER SATISFACTION SURVEY

Delivering Good Quality Customer Service

Dear Customer,

In line with the national effort to improve service delivery in the public sector, the Ministry of Education has implemented, since April 2016, various strategies in that respect at all levels within the education sector.

In an effort to continually improve the quality of the services we provide we depend on feedback from our valued customers. Therefore, your participation in this survey is very important. Your answers will give us a good idea of how well we are meeting the commitments we have made to you as a customer.

Please take a moment to evaluate our performance. Do **not** write your name on the survey questionnaire. The answers you give will remain private and confidential. Put a tick (v) in the box next to your most appropriate response for each of the statements/ questions that follow.

Thank you for taking the time to complete this questionnaire.

1	Indicate the last time you accessed a service from the headquarters of the Ministry of Education.	Yes	No
a	Between April – May 2016		
b	Between June- July 2016		
c	Between August – Date		

2	Indicate how you contacted the Ministry of Education (you may tick more than one box)	Yes	No
a	By phone		
b	By letter		
c	By email		
d	Face to face contact/ a visit to the Ministry headquarters		

Put a tick (✓) in the appropriate box to indicate your degree of agreement for each of the statements below where:

1= Strongly Agree, 2= Agree, 3=Disagree, 4= Strongly Disagree.

For statements that are not applicable to you, write **N/A** in the comments box. Otherwise feel free to add comments or suggestions for improvement in the designated column.

How you were treated when you contacted us by phone		1	2	3	4	Comments/ Improvement suggestions
3	Your phone call was answered promptly and politely					
4	The officer identified himself/ herself when he/ she picked up your phone call					
5	You received all the information you were requesting for					

How you were treated when you contacted us by letter		1	2	3	4	Comments/ Improvement suggestions
6	You received a response to your letter within 7 working days					
7	You received a response to your letter in more than 15 working days					
8	The response you received was clear and straight forward.					
9	The response you received had a contact information in case you wanted to follow-up on your case/ query.					
10	You received no response to your letter.					

How you were treated when you contacted us by email		1	2	3	4	Comments/ Improvement suggestions
11	Your email was acknowledged within the next working day					
12	You received clear information on who will be attending to your case/query					
13	You were given the contact details of the person(s) who will be attending to your case/query					

How you were treated when you visited our offices		1	2	3	4	Comments/ Improvement suggestions
14	You were well recieved at the reception of the ministry					
15	You were guided to the officer you were going to see by the Security guards					
16	You felt welcomed by the officer who attended to your case/ query					
17	The officer treated you with respect and professionalism					
18	You were seen in an office where you felt you were attended to in a private manner					
19	The office where you were seen was clean and tidy					
20	You felt satisfied when you left the officer who dealt with your case/ query					

The following questions are about the way in which you access information about the Ministry of Education and the services it provides.

21	How do you currently access information about the Ministry of Education? (you may tick more than one box)		
		Yes	No
a	Through phone calls to the Ministry of Education		
b	The Ministry of Education Website		
c	The Ministry of Education Facebook page		
d	From my children's teachers		
e	From my colleagues at work		
f	From my friends		
g	From my children		

	Indicate your degree of satisfaction with the following statements	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied
22	How satisfied are you with the quality of the services provided by the MInistry of Education?				
23	How satisfied are you with the Ministry's responsiveness in dealing with your case/ query?				
24	How satisfied are you with the quality of information you received from the Ministry of Education?				

Write any additional comments (including items not covered in this survey) in the space provided below
