# CUSTOMER SATISFACTION FEEDBACK FORM

**TO F1**
Rev 1/04-25-16

**DEPARTMENT OF SCIENCE AND TECHNOLOGY MIMAROPA REGION**

| Date of visit/encounter: | Attending Staff: |
|---|---|
| 09 - 28 - 22 | JCG / AJFA |

**Services inquired on/availed**

[ ] Technology Needs Assessment (TNA)
[✓] Techno. Transfer & Commercialization (SETUP/GIA)

- [ ] Food Processing
- [ ] Gifts, Housewares, Decors
- [ ] Agri./Horticulture
- [ ] Aquaculture/Marine
- [ ] Furniture

- [ ] Metals & Engineering
- [ ] Health and Pharma.
- [ ] ICT
- [✓] Others, pls. specify

[ ] Techno. Consultancy

- [ ] MPEX
- [ ] CAPE
- [ ] CPT

- [ ] Energy Audit
- [ ] Others, pls. specify

- [ ] Project Proposal Preparation
- [ ] Packaging and Labeling
- [ ] Technology Training
- [ ] Technology Clinics/Forum
- [ ] Scholarship
- [ ] Laboratory (Metrology/Microbiology)
- [ ] Library/Information
- [ ] Others, pls. specify _____

How did you know of our services? (i.e. friend referral, TV, radio, newspaper, internet, fairs/forums, etc.)

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## SECTION 1: CUSTOMER'S PROFILE (FOR ALL CUSTOMERS)

**Name:** CHRISTIAN ANTHONY C. MANTOS

**School/Company/Organization Name:** Mingu

**Address (Brgy./Mun./Prov.):** Victoria, Or. Mdo.

**Tel or Cel No./E-mail Add.:**

**First time to visit DOST?** [ ] Yes [✓] No

**Sex:** [✓] Male [ ] Female

**Age Group:**

- [ ] 15 & below
- [ ] 16-20
- [ ] 21-30
- [ ] 31-40
- [✓] 41-50
- [ ] 51-59
- [ ] 60 & above

**Classification:**

- [ ] Student
- [ ] Owner of a business
- [ ] Employee of a business
- [ ] Government employee
- [ ] Professional, pls. specify

- [ ] Overseas Filipino Worker
- [ ] Not employed (retiree/displaced)
- [ ] Others, pls. specify

**Person with Disability?** [ ] Yes [ ] No

**Level of Education:**

- [ ] Elementary
- [ ] High School
- [ ] College
- [✓] Masters/ PhD.
- [ ] Others, pls. specify

## SECTION 2: CUSTOMER EVALUATION/FEEDBACK (FOR ALL CUSTOMERS)

**Please rate your level of satisfaction with the delivery of service:**

| Drivers of Satisfaction | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | 5-Very Dissatisfied |
|---|---|---|---|---|---|
| Speed and timeliness | [✓] | [ ] | [ ] | [ ] | [ ] |
| Quality of service rendered | [✓] | [ ] | [ ] | [ ] | [ ] |
| Relevance of service rendered | [✓] | [ ] | [ ] | [ ] | [ ] |
| Staff competence | [✓] | [ ] | [ ] | [ ] | [ ] |
| Staff attitude | [✓] | [ ] | [ ] | [ ] | [ ] |
| Overall perception of service rendered | [✓] | [ ] | [ ] | [ ] | [ ] |

**How likely is it that you would recommend/endorse DOST's services to others?**

Not at all likely 0[ ] 1[ ] 2[ ] 3[ ] 4[ ] 5[ ] 6[ ] 7[ ] 8[ ] 9[ ] 10[✓] Extremely likely

**Please help us improve our services with your suggestions and/or comments below. Thank you!** ☺

## SECTION 3: FOR LIBRARY USERS ONLY

**Were your queries answered?** [ ] Yes [ ] No

**Please specify subject of interest.**

- [ ] Agri./Horticulture
- [ ] Aquaculture/Marine
- [ ] Furniture

- [ ] Food Processing
- [ ] Gifts, Housewares, Decors
- [ ] Health and Pharma.

- [ ] ICT
- [ ] Metals & Engineering
- [ ] Others, pls. specify

**What is your main reason for using the library?**

- [ ] To support course of study/school requirement
- [ ] Leisure/general enjoyment

- [ ] Independent learning/research
- [ ] Others, pls. specify