## TO F1 Rev 0/ 01-02-14

## **CUSTOMER SATISFACTION FEEDBACK FORM**

|   | Tobe   | filled out by DO.  | ST-MIMAROPA  | staff  |  |  |
|---|--|--|--|--|--|--|
| DEPARTMENT OF SCIENCE A   | AND TECHNOLOGY   | Date of visi   | 10,200   | Atte   | ending Staff:  |  |
| Services inquired on/availed:   |  |  |  |  | ď  |  |
| 1 Technology Needs Assessment (   | TNA)   |  |  | oject Proposal   |  |  |
| Techno. Transfer & Commerciali  | zation (SETUP/GIA)   |  | [ ] Packaging and Labeling                                 |  |  |  |
| [ ] Food Processing   | [ ] Food Processing [ ] Metals & Engineering [ ] Health and Pharma.  |  |  | chnology Trai  |  |  |
| [ ] Gifts, Housewares, Decors   |  | d Pharma.  | [ ] Technology Clinics/Forum                               |  |  |  |
| Agri./Horticulture [ ] ICT [ ] Aquaculture/Marine [ ] Others, pls. specify  |  |  | [ ] Scholarship  |  |  |  |
| [ ] Furniture   | [ ] Others, pr   | ia. speeny   |  | 3.6  | trology/Microbiolog  | (A)  |
| Techno, Consultancy   |  |  |  | orary/Informa  |  |  |
| 1 1 MPEX  | [ ] Energy Audi  | t  | []0t   | hers, pls. spec  | ify  |  |
| [ ] CAPE  | [ ] Others, pls.   | specify  |  |  |  |  |
| [ ] CPT   |  |  |  |  |  |  |
|   | To   | be filled out b  | y customers  |  |  |  |
| To help us serve you better, ple  |  |  |  |  |  |  |
| SECTION 1: CUSTOMER'S PROFI   | LE .   |  |  |  | and the second of the second o |  |
| Name: Arthur C. N   | First time to visit DOST? [ ] Yes [ ] No   |  |  |  |  |  |
| School/Company/Organization Name:   |  |  | Sex: [귀fMale [ ] Female                                    |  |  |  |
| - 11 (0 11 10 L   | egy,   |  | Age Group  | ): _   |  |  |
| Address (Brgy. 1Mun. 1Prov.):<br>Baranaan Tuban, Sablaman,  |  |  | [ ] 15 & below [ ] 41-50                                   |  |  |  |
| Occidental Minder   |  |  | [ ] 16-20 [ ] 51-59  |  |  |  |
| Tel or Cel No./E-mail Add.:   |  |  | [ ] 21-30 [ ] 60 & above                                   |  |  |  |
| iei or cei no./ c-man rau   |  |  | [ ]31-   | 40   |  | APPENDED THE PERSON AND THE PERSON A |
| Classification:   |  |  |  | N. Disabilitar   | o f lvac f la  |  |
| [ ] Student   | [ ] Oversea  | s Filipino   | Person Wi  | th Disability  | ? [ ] Yes [ ] No   | J.   |
| Owner of a business   | Worker   |  | Level of E   | ducation:  |  |  |
| Employee of a business [ ] Not employed   |  |  | [ ] Elementary [ ] Masters/ PhD.                           |  |  |  |
| [ ] Government employee (retiree/displaced)   |  |  | [ ] High School [ ] Others, pls. specify                   |  |  |  |
|   |  | ale conneiter  | 1 1 1  |  |  |  |
| [ ] Professional, pls. specify  | [ ] Others,  | pis. specify   | Co   | nege   |  |  |
|   |  | pis. specify   | Lico   | педе   |  |  |
| SECTION 2: CUSTOMER EVALUA  | ATION/FEEDBACK   |  |  | nege   |  |  |
| SECTION 2: CUSTOMER EVALUA  | ATION/FEEDBACK   |  |  | 3-Neutral  | 4-Dissatisfied   | 5-Very<br>Dissatisfied   |
| SECTION 2: CUSTOMER EVALUA<br>Please rate your level of satisfa<br>Drivers of Satisfact   | ATION/FEEDBACK<br>action with the del  | ivery of servic  |  |  | 4-Dissatisfied   |  |
| SECTION 2: CUSTOMER EVALUATION  Please rate your level of satisfact  Drivers of Satisfact  Speed and timeliness   | ATION/FEEDBACK<br>action with the del  | ivery of service 1-Very Satisfied                          |  |  | 4-Dissatisfied   |  |
| SECTION 2: CUSTOMER EVALUATION  Please rate your level of satisfact  Drivers of Satisfact  Speed and timeliness   | ATION/FEEDBACK<br>action with the del  | ivery of service<br>1-Very<br>Satisfied                    |  |  | 4-Dissatisfied  [ ]  [ ]   |  |
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| Please rate your level of satisfact  Drivers of Satisfact  Speed and timeliness  Quality of service rendered.  Relevance of service rendered  Staff competence  Staff attitude  | action with the del  | ivery of service 1-Very Satisfied [[/] [[/] [[/] [[/] [[/] | 2-Satisfied  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]                  | 3-Neutral [ ] [ ] [ ] [ ] [ ]                          |  |  |
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| Please rate your level of satisfact  Drivers of Satisfact  Speed and timeliness  Quality of service rendered.  Relevance of service rendered  Staff competence  Staff attitude  Overall perception of service  Please help us improve our service  SECTION 3: FOR LIBRARY USER  Where your queries answered   | ATION/FEEDBACK Inction with the delication  ed   | ivery of service 1-Very Satisfied [                        | 2-Satisfied  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]                  | 3-Neutral [ ] [ ] [ ] [ ] [ ]                          |  |  |
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| Please rate your level of satisfar  Drivers of Satisfact  Speed and timeliness.  Quality of service rendered.  Relevance of service rendered  Staff competence  Staff attitude  Overall perception of service  Please help us improve our service  Section 3: For Library User  Where your queries answered please specify subject of intered in a page of the process of the | action with the delion  ed e rendered e rendered e rendered e [] Yes est. [] Food Processi [] Gifts, Housew [] Health and Ph using the library? udy/school require | ivery of service 1-Very Satisfied [                        | 2-Satisfied  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [          | 3-Neutral  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  s below. That | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |