

# CUSTOMER SATISFACTION FEEDBACK FORM

TO F1  
Rev 1/04-25-16

**To be filled out by DOST-MIMAROPA staff**

**DEPARTMENT OF SCIENCE AND TECHNOLOGY  
MIMAROPA REGION**

Date of visit/encounter: 3/23/2022

Attending Staff: MATTAMINI

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 CEST

☐ Project Proposal Preparation

☐ Packaging and Labeling

☐ Technology Training

☐ Technology Clinics/Forum

☐ Scholarship

☐ Laboratory (Metrology/Microbiology)

☐ Library/Information

☐ Others, pls. specify \_\_\_\_\_

☐ Techno. Consultancy

☐ MPEX

☐ CAPE

☐ CPT

☐ Energy Audit

☐ Others, pls. specify \_\_\_\_\_

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

**To be filled out by all customers**

To help us serve you better, please completely fill up this survey.

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

Name: Patrick Fedilus

First time to visit DOST? ☐ Yes ☒ No

School/Company/Organization Name: LGU - Bantoni

Sex: ☒ Male ☐ Female

Address (Brgy./Mun./Prov.): Poblacion, Bantoni, Romblon

Age Group:

☐ 15 & below

☐ 16-20

☒ 21-30

☐ 31-40

☐ 41-50

☐ 51-59

☐ 60 & above

Tel or Cel No./E-mail Add.: milagrefadefang@gmail.com

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.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service rendered.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of service rendered.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff competence.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff attitude.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall perception of service rendered.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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! ☺

Commendable !!!

**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 Solid Waste Management

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 \_\_\_\_\_