


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:
August 4, 2023

Attending Staff:
Keith (thru call)

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 Health & Nutrition

☐ 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 Project Monitoring

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: Robert Ricohermoso

School/Company/Organization Name:
LGU Sta. Cruz

Address (Brgy./Mun./Prov.):

Tel or Cel No./E-mail Add.:
0917 553 1287

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.	<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! 😊

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 _____