

# CUSTOMER SATISFACTION FEEDBACK FORM

TO F1  
Rev 0/ 01-02-14

To be filled out by DOST-MIMAROPA staff



DEPARTMENT OF SCIENCE AND TECHNOLOGY  
MIMAROPA REGION

Date of visit:

8/18/22

Attending Staff:

f

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

☐ 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

To be filled out by customers

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

## SECTION 1: CUSTOMER'S PROFILE

Name: Livelyn F. Castillo

School/Company/Organization Name: Sagitt mpc

Address (Brgy./Mun./Prov.): Paratan, Sby. ou. Mbu

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

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

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"/>

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

## SECTION 3: FOR LIBRARY USERS ONLY

Where 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