



## CUSTOMER SATISFACTION FEEDBACK S&T Intervention

This questionnaire aims to solicit your honest assessment of our services. Please take a minute to fill out this form and help us serve you better.

Email (Optional) : \_\_\_\_\_  
Name (Optional) : \_\_\_\_\_

**Client Type:**

- ☐ Internal Employees  
☐ General Public  
☐ Government Employees  
☐ Businesses/Organization











**Sex:**

- ☐ Male  
☐ Female











**Age Group:**

- ☐ 15 – 19  
☐ 20 – 29  
☐ 30 – 39  
☐ 40 – 49  
☐ 50 – 59  
☐ 60 – 69  
☐ 70 – 79  
☐ 80+











### HOW WOULD YOU RATE OUR S&T INTERVENTION SERVICES?

RESPONSIVENESS				
 Very satisfied <input type="checkbox"/>	 Satisfied <input type="checkbox"/>	 Neither <input type="checkbox"/>	 Dissatisfied <input type="checkbox"/>	 Very dissatisfied <input type="checkbox"/>
How important is this attribute?				
 Very Important <input type="checkbox"/>	 Important <input type="checkbox"/>	 Moderately <input type="checkbox"/>	 Slightly <input type="checkbox"/>	 Not at all <input type="checkbox"/>

RELIABILITY (QUALITY)				
 Very satisfied <input type="checkbox"/>	 Satisfied <input type="checkbox"/>	 Neither <input type="checkbox"/>	 Dissatisfied <input type="checkbox"/>	 Very dissatisfied <input type="checkbox"/>
How important is this attribute?				
 Very Important <input type="checkbox"/>	 Important <input type="checkbox"/>	 Moderately <input type="checkbox"/>	 Slightly <input type="checkbox"/>	 Not at all <input type="checkbox"/>

ACCESS & FACILITIES				
 Very satisfied <input type="checkbox"/>	 Satisfied <input type="checkbox"/>	 Neither <input type="checkbox"/>	 Dissatisfied <input type="checkbox"/>	 Very dissatisfied <input type="checkbox"/>
How important is this attribute?				
 Very Important <input type="checkbox"/>	 Important <input type="checkbox"/>	 Moderately <input type="checkbox"/>	 Slightly <input type="checkbox"/>	 Not at all <input type="checkbox"/>

### COMMUNICATION



Very satisfied

☐

Satisfied

☐

Neither

☐

Dissatisfied

☐

Very dissatisfied

☐

How important is this attribute?

5

Very Important

☐

4

Important

☐

3

Moderately

☐

2

Slightly

☐

1

Not at all

☐

### INTEGRITY



Very satisfied

☐

Satisfied

☐

Neither

☐

Dissatisfied

☐

Very dissatisfied

☐

How important is this attribute?

5

Very Important

☐

4

Important

☐

3

Moderately

☐

2

Slightly

☐

1

Not at all

☐

### ASSURANCE



Very satisfied

☐

Satisfied

☐

Neither

☐

Dissatisfied

☐

Very dissatisfied

☐

How important is this attribute?

5

Very Important

☐

4

Important

☐

3

Moderately

☐

2

Slightly

☐

1

Not at all

☐

### OUTCOME



Very satisfied

☐

Satisfied

☐

Neither

☐

Dissatisfied

☐

Very dissatisfied

☐

How important is this attribute?

5

Very Important

☐

4

Important

☐

3

Moderately

☐

2

Slightly

☐

1

Not at all

☐

Considering your complete experience with our agency, how likely would you recommend our services to others? \*

10

☐

9

☐

8

☐

7

☐

6

☐

5

☐

4

☐

3

☐

2

☐

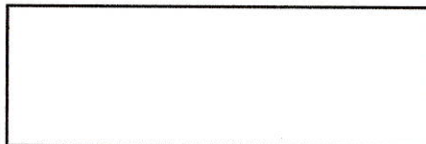
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☐

**Please write your comment/suggestions below. (Optional)**

**Please indicate other important attribute/s which you think is/are important to your needs. (Optional)**

**Please write your signature on the box. (Optional)**

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