

DEPARTMENT OF SCIENCE AND TECHNOLOGY Regional Office No. IX

DOST IX-QMS F07 Revision 3 07-01-23

CUSTOMER SATISFACTION FEEDBACKInnovation System Support

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)	:	9		
Client Type:		Sex:	Age Group:	W
☐ Internal Employe		□ Male	□ 15 – 19	□ 50 – 59
☐ General Public		□ Female	□ 20 – 29	□ 60 – 69
☐ Government Emp	oloyees		□ 30 – 39	□ 70 – 79
☐ Businesses/Orga	nization		□ 40 – 49	□ 80+
HOW WOULD YOU	RATE OUR IN	INOVATION SYSTE	M SUPPORT SERVI	ICES?
		RESPONSIVEN	ESS	
Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
	Hov	w important is this	attribute?	
5	4	3	2	
Very Important	Important	Moderately	Slightly	Not at all
		RELIABILITY (QUA	II ITV)	
		TELIADILITI (QUA	\LIII)	
00	(0 0)	(0 0)	(0 0)	(86)
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Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Very satisfied				Very dissatisfied
Very satisfied		Neither U w important is this		Very dissatisfied
Very satisfied				Very dissatisfied
Very satisfied U Very Important				Very dissatisfied
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Very Important	How Important	w important is this Moderately ACCESS & FACIL	attribute? Slightly ITIES	Not at all
Very Important	How Important	w important is this Moderately ACCESS & FACIL	attribute? Slightly Dissatisfied	Not at all
Very Important	How Important	Moderately ACCESS & FACIL Neither	attribute? Slightly Dissatisfied	Not at all
Very Important	How Important	Moderately ACCESS & FACIL Neither	attribute? Slightly Dissatisfied	Not at all

COMMUNICATION						
Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied		
How important is this attribute?						
5	4	3	2			
Very Important	Important	Moderately	Slightly	Not at all		
		INTEODITY				
		INTEGRITY				
		<u></u>				
Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied		
	Hov	w important is this	attribute?			
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Very Important	Important	Moderately	Olimbu			
	П	Wioderately	Slightly	Not at all □		
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ASSURANCE						
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Very satisfied	Satisfied	Neither	Dissatisfied	Var die vis 5 d		
				Very dissatisfied		
		v important is this	-44-1111-2			
	HOV	v important is this	attribute?			
5	4	(3)	(2)			
Very Important	Important	Moderately	Slightly	Not at all		
		OUTCOME				
		()	(**)			
Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied		
How important is this attribute?						
5	CA.	7		0		
Von Important			4			
Very Important	Important	Moderately	Slightly	Not at all		
		Ц	. Ц			
Considering vo	ur complete expe	rience with our ag	ency how likely se	rould you		
recommend our	services to other	s? *	oney, now likely w	ould you		
10 9	8 7	6 6	1 2			
10 3		6 5	4 3	2 1		

	suggestions below. (Optional)	
lease indicate other import eeds. (Optional)	ant attribute/s which you thin	k is/are important to your
lease write your signature	on the box. (Optional)	