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**END USER SATISFACTION SURVEY**

Dear valued end user, Fairgreen Limited is a Ghanaian ICT company that provides ICT products and services to SSNIT. In collaboration with the MIS department of SSNIT, we would like your help by providing feedback on the products and services we provide. We would use this feedback to improve our service to ensure you have a better experience using our products and services.

Please spare a few minutes to tell us about the service that you have received so far.

|  |  |
| --- | --- |
| Client Name |  |
| Date |  |

**Question 1.**  On a scale of zero (0) to five (5), with zero being the least and five being the best, kindly rate Fairgreen Limited’s service delivery?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | 0 | 1 | 2 | 3 | 4 | 5 |
| 1 | Were Fairgreen Limited Staff professional in their duties? |  |  |  |  |  |  |
| 2 | How would you rate Fairgreen Limited responsiveness to service calls? |  |  |  |  |  |  |
| 3 | Where your service issues resolved in a timely manner? |  |  |  |  |  |  |
| 4 | Did our service engineers appear to understand the issues at hand? |  |  |  |  |  |  |
| 5 | Did you get satisfactory feedback on the your service calls |  |  |  |  |  |  |
| 6 | Are you satisfied with the quality of the equipment supplied |  |  |  |  |  |  |

**Question 2.** What is the rate of failure in percentage terms for the following equipment supplied?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| EQUIPMENT | 0-1% | 2-3% | 4-6% | 7-10% |
| Computers |  |  |  |  |
| Laptops |  |  |  |  |
| Printers |  |  |  |  |
| UPS |  |  |  |  |
| AVR |  |  |  |  |
|  | | | | |

**Question 3.** At the time of answering this questionnaire, have all your service requests been attended to?

YES  NO 

If your answer is no, please give details  
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**Question 4** In which areas of service delivery do you think Fairgreen Limited has done well?

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**Question 5** Please suggest areas of improvement?

**Question 6** In which areas of service delivery do we fall short?

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**Question 7** Considering your experience with us, would you recommend us to another company?

YES  NO 

Kindly share any additional information with us

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Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(MIS Coordinator)**

Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(Branch Manager)**

**Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**