



CUSTOMER SATISFACTION SURVEY IN THE PUBLIC SECTOR

Agency visited
 Department / Ministry : _____
 Branch : _____
 Unit / Section : _____

YOUR OPINION ON THE AGENCY VISITED

SURROUNDING AND AMENITIES

	SATISFACTORY S	AVERAGE A	UNSATISFACTORY U
a. General facilities (such as rest room, waiting area / lobby and etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Queueing system (manual or electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OFFICERS / STAFF INTERACTIONS WITH CUSTOMERS

	S	A	U
a. Friendliness and warmth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ease of obtaining the required information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Response given regarding specific query / application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPEARANCE OF OFFICERS / STAFF ON DUTY

	S	A	U
a. Appearance of officers / staff (clothing, courteousness, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Use of name tag	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comment / suggestion regarding matters that needed attention in order to improve the level of customer service in this agency

Date : _____ Time : A.M. P.M.

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