

# UNIVERSITY OF NAIROBI

## TRANSPORT AND GARAGE DEPARTMENT

### Customer satisfaction survey Questionnaire

2012

**Dear customer,**

The department of transport and Garage of University of Nairobi wishes to gauge the level of satisfaction of its customers as well as determining areas of improvement. The results will be used to make improvement on the services offered by the Department. Please be assured that your participation will contribute to the improvement of the overall quality of services at the Department level and by extension the University as a whole. This will go a long way in assisting the University to maintain its position as a world class university of choice.

The questions in this survey were prepared by the staff of Transport and Garage Department. Your response will be treated with complete confidentiality.

**Please provide the following details about yourself:**

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

College/ Department/ Organization \_\_\_\_\_

**1. CUSTOMER**

Please indicate your status as a customer of Transport and Garage department of the University of Nairobi.

Staff  Student  Supplier/dealer/garage/service provider

Others (Specify) \_\_\_\_\_

**2. PERIOD SERVED BY THE DEPARTMENT**

How long have you been related as a customer with the Transport and Garage department of the University of Nairobi?

Less than a year  Between 1-3 years  Between 3-5 years

More than 5 years

**3. WORK ENVIRONMENT**

Give your assessment of the work environment within Transport & Garage Department	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. Appearance of our external environment					
2. Reception desk					
3. Cleanliness of our work space					
4. Adequacy of our toilet facilities					

**4. COMMUNICATION**

To what extent are you satisfied with the	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. Flow of information from our office					
2. Avenues available to communicate to the head of the department					

**5. REPAIR SERVICES OF THE MOTOR VEHICLES**

How do you rate the role of the department	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. Level of responses to your repair requests					
2. Adequacy of the repairs undertaken					
3. Average time taken to complete repairs					
4. Working relations with transport staff					

**6. PROVISION OF TRANSPORT SERVICES.**

How do you rate the Department in relation the transport services provided in relation to:	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. The time taken to process your request					
2. Departure time					
3. Condition of the vehicles provided					
4. The driver of the vehicles provided					

**7. WORKING RELATIONS WITH STAFF TRANSPORT AND GARAGE**

This part is to be completed by our external suppliers/dealers/pre-qualified garages.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. Working relationships with the staff of Transport & Garage department					
2. Time taken to process the LPO's					
3. Time taken to process payments					

**8. WEBSITE SERVICES**

Please indicate your level of satisfaction with the of Transport & Garage website Department as regards to: <a href="http://transport.uonbi.ac.ke">http://transport.uonbi.ac.ke</a>	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1. Access to the internet					
2. Speed of internet					
3. The overall web content and information					
4. Attractiveness of the Web					

**9. CORRUPTION**

a. How do you rate the level of corruption in this department?

High  Moderate  Low  Don't know  None

b. When rating the level of corruption in this department, what did you base your assessment on?

Personal experience

Discussion with fellow students/staff members/suppliers

Information from grape vine

c. What form or practice of corruption have you ever encountered in course of seeking services from this department?

Abuse of office       Bribery demands       Extortion

Favouritism       Sexual harassment

Other (specify) \_\_\_\_\_

**10. GENERAL COMMENTS OR OBSERVATIONS.**

This section may include what has not been covered from numbers 1 to 9 above where you feel the department has a challenge which calls for improvement. Kindly, give us your suggestions; comments, recommendations, changes or improvements that could be made to make the Department give better services.

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**Thank you for taking your time to participate in this exercise.**