

**Gaming Inspection and Coordination Bureau –
Administrative Permit of Raffle and Lucky Draw or Other Similar Activities
Questionnaire of Public Satisfaction**

To further improve our service quality, we are implementing a survey to collect comments from public on our service provided. Base on your experience about the application for “administrative permit of raffle and lucky draw or other similar activities”, please put “x” in the right box and fill in the respective “Reason” in relevant field provided.

The following are 9 evaluation standards on the quality of public sector service, appreciate if you can tell us your evaluation of each standard on our service.

(5 pts being extremely satisfied, 1 pt being extremely unsatisfied; if the question is being unable to understand or it is really difficult to answer, you can select refuse to answer or not applicable.)

Refuse to answer / Not applicable	Extremely unsatisfied	Unsatisfied	Normal	Satisfied	Extremely satisfied	If chosen “Unsatisfied” or “Extremely unsatisfied”, appreciate to write down the reason for that.
--	1 pt	2 pts	3 pts	4 pts	5 pts	

Accessibility	1	Service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2	Service locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3	Contact method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service of staff	4	Service attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5	Professional level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6	Service efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7	Service motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Equipment	8	Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	9	Facilities Setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal process	10	Waiting time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	11	Level of Simplicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12	Fairness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness	13	Comply with purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	14	Information disclosure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	15	Information correctness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-services	16	Adequacy of e-services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Use e-services of our bureau over this year? (If “yes”, please answer question 17)						
	17	Satisfaction of e-services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance pledge	18	Adequacy of performance pledge (performance pledge: permit will be issued within 5 working days upon acceptance of application)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	19	Satisfaction level for the above performance pledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	20	Understandability of the above performance pledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service	21	Satisfaction on overall service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other opinions on the services of our bureau?

Please provide us some simple information of your company by filling in the following fields. (All information provided is subject to Law No. 8/2005 “Law on the Protection of Personal Data”).

Company name: _____

Name of contact person: _____ Mr./Ms. _____ Telephone: _____

Thank you for your kind support. Please send this questionnaire back to us with your comments through any of the following channels.
For any queries, please feel free to contact Ms. Jeong at (853) 83973353.

Postal address: Av. Praia Grande, No.762-804, Ed. China Plaza 21 andar - Gaming Inspection and Coordination Bureau

Email address: promise@service.dicj.gov.mo Fax: (853) 28355634

Date (dd/mm/yy): _____ / _____ / _____