



Person in charge :

Date:

To further improve our service quality, based on your experience of the service(s) you applied with our Bureau, please rate each of the following items accordingly.

Below are the 8 items for service quality assessment. Please rate each item based on your experience of the service(s) you applied. 5 pts =Very Satisfied and 1 pt =Very Dissatisfied. If the question asked is incomprehensible or is difficult to provide a concrete answer, you can select "No comment / not applicable".		No Comment / Not Applicable	Very Dissatisfied	Dissatisfied	Normal/ Acceptable	Satisfied	Very Satisfied	If you are dissatisfied or very dissatisfied with the service, please specify your reason(s).
		---	☹☹ 1 pt	☹ 2 pts	☺ 3 pts	☺ 4 pts	☺☺ 5 pts	
Service of staff	1	Pro-activeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	2	Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environment and facilities	3	Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	4	Hardware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	5	Supporting measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procedures	6	Service efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	7	Service effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Service information	8	Accessibility of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	9	Accuracy of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	10	Adequacy of detailed information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Service guarantee	11	Coverage of performance pledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	12	Satisfaction of the performance pledge indicators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E-services	13	User-friendliness of the e-service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	14	Security of the e-service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	15	Coverage of the e-service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performance pledge	16	Adequacy of information content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	17	Channels of information dissemination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Service integration	18	Cross-departmental procedure optimization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Do you / your department / entity have any expectations on the services provided by the DICJ?

Do you / your department / entity have any other comments on the provision or procedure of the services provided by the DICJ?

We would like to collect some simple personal information, which will only be used for analysis purposes and will be kept strictly confidential, as stipulated by Law No. 8/2005 "Personal Data Protection Act".

- Sex : Male Female
 Age : 18-20 21-25 26-45 46-60 Over 60
 Education : Primary school High school College / Bachelor's degree or higher Not applicable