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 |  |  |  |  |  |  |  |
| 2 | Attitude |  |  |  |  |  |  |  |
| Environment and facilities | 3 | Convenience |  |  |  |  |  |  |  |
| 4 | Hardware |  |  |  |  |  |  |  |
| 5 | Supporting measures |  |  |  |  |  |  |  |
| Procedures | 6 | Service efficiency |  |  |  |  |  |  |  |
| 7 | Service effectiveness |  |  |  |  |  |  |  |
| Service information | 8 | Accessibility of information |  |  |  |  |  |  |  |
| 9 | Accuracy of information |  |  |  |  |  |  |  |
| 10 | Adequacy of detailed information |  |  |  |  |  |  |  |
| Service guarantee | 11 | Coverage of performance pledge |  |  |  |  |  |  |  |
| 12 | Satisfaction of the performance pledge indicators |  |  |  |  |  |  |  |
| E-services | 13 | User-friendliness of the e-service |  |  |  |  |  |  |  |
| 14 | Security of the e-service |  |  |  |  |  |  |  |
| 15 | Coverage of the e-service |  |  |  |  |  |  |  |
| Performance pledge | 16 | Adequacy of information content |  |  |  |  |  |  |  |
| 17 | Channels of information dissemination |  |  |  |  |  |  |  |
| Service integration | 18 | Cross-departmental procedure optimization |  |  |  |  |  |  |  |
| 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

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