

**MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGICAL RESEARCH, SARAWAK  
(MESTR)**

**CUSTOMERS SATISFACTION SURVEY FORM (CSS)**

CSS is conducted as our effort to improve our services so that we can serve you better.

Please tick  the relevant box:-

**SECTION A: RESPONDENT DETAILS**

<b>A1 : CATEGORY</b>	
a.	Civil servant
b.	Private personnel
c.	Educator (teacher, lecturer, trainer, etc.)
d.	Service provider (supplier, contractors, vendor, etc.)
e.	Student
f.	Others (please specify)

<b>A2 : FREQUENCY OF ENGAGEMENT</b>	
a.	Three or less than three (3) times / year
b.	More than three (3) times / year

<b>A3 : METHODS OF ENGAGEMENT (Can be more than one)</b>	
a.	E-mail
b.	Telephone
c.	Letter
d.	Meeting
e.	Face to face engagement
f.	On-line engagement
g.	Others (please specify)

<b>A4 : DIVISION THAT YOU NORMALLY ENGAGE WITH (Can be more than one)</b>	
a.	Administration, Human Resource (HR) and Finance Division
b.	Strategic Planning and Corporate Communication Division
c.	Education division
d.	Science and Technological Research Division
e.	Workforce Division
f.	Planetarium Sultan Iskandar (PSI)

**SECTION B: SERVICE EVALUATION**

Please rate your level of satisfaction on our services.

1	2	3	4	5
Not satisfied	Satisfied	Good	Very good	Excellent

<b>B1 : QUALITY OF SERVICE</b>						
a.	Communicating in a courteous and friendly manner	1	2	3	4	5
b.	Able to give feedback in a timely manner	1	2	3	4	5
c.	Competent and knowledgeable in providing services	1	2	3	4	5
d.	Able to carry out services effectively and efficiently	1	2	3	4	5
e.	Satisfied with the services provided	1	2	3	4	5

<b>B2: SUGGESTION – Please let us know how we can improve our services.</b>

*Thank you for your feedback.*