



**REPUBLIC OF KENYA**  
**MINISTRY OF EAST AFRICAN COMMUNITY INTEGRATION, LABOUR AND SOCIAL PROTECTION**  
**NATIONAL COUNCIL FOR CHILDRENS SERVICES (NCCS)**

**CUSTOMER SATISFACTION SURVEY FOR FY 2016/2017**

National Council for Children's Services (NCCS) focuses on meeting the challenge of improving service delivery to its Clients. Hence, the NCCS has commissioned this customer satisfaction survey.

Your views/comments shall be treated in strict confidentiality and will not be used for any other purpose other than that for which they were sought. Please tick (✓) the applicable responses to the questions as appropriate.

**SECTION A: GENERAL SECTION**

1.0 Sex 

1.) Male	<input type="checkbox"/>	2.) Female	<input type="checkbox"/>
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2.0 Age 

1.) Yrs 18-24	<input type="checkbox"/>	2.) Yrs 25 - 34	<input type="checkbox"/>	3.) Yrs 35-44	<input type="checkbox"/>	4.) Yr 45-54	<input type="checkbox"/>	5.) Over 55 Yrs	<input type="checkbox"/>
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3.0 Customer Segment

1.) Ministries/Depts/Agencies(MDAs)	<input type="checkbox"/>	7.) The Media	<input type="checkbox"/>
2.) Supplier	<input type="checkbox"/>	8.) Private Sector /Civil Society Organisation	<input type="checkbox"/>
3.) Development Partner	<input type="checkbox"/>	9.) NCCS or Institution	<input type="checkbox"/>
4.) Professional Association	<input type="checkbox"/>	10.) General Public	<input type="checkbox"/>
5.) Student	<input type="checkbox"/>	11.) Educational Institution	<input type="checkbox"/>
6.) Business Community	<input type="checkbox"/>	12.) Others (Specify .....)	<input type="checkbox"/>

4.0 When did you last interact with NCCS?

	Less than 1 Month	1-3 Months	4-6 Months	7months-1 Year	Over 1 Yr
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.0 Which service did you seek when you last interacted with NCCS?

	Tick
6.1 Enquiring about a particular service/application/activity (seeking information)	<input type="checkbox"/>
6.2 Seeking trade/business information about the NCCS	<input type="checkbox"/>
6.3 Providing information to NCCS staff	<input type="checkbox"/>
6.4 Seeking (making follow up) on payments	<input type="checkbox"/>
6.5 Seeking clarification on information received	<input type="checkbox"/>
6.6 Other services. Please indicate below: _____	<input type="checkbox"/>

7.0 What was your most recent method of contact with NCCS?

	By phone	In person	Postal Mail	By email	Through website
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Social Media	Video Conference/	Conference/ Meeting	Print/Electronic Media	Other (specify).....
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.....

## SECTION B: SERVICE DELIVERY

8.0 Have you ever sought services from NCCS? 1.) Yes  2.) No

If your answer to 8.0 above is YES; then based on your previous interactions with NCCS please rate on a scale of 1 to 5 your level of satisfaction with service delivery at NCCS based on the listed criteria below:

Rating Status	(1) Poor	(2) Satisfactory	(3) Good	(4) Very Good	(5) Excellent
8.1 Speed of delivery of services at NCCS (e.g. How fast are requests, queries or payments payments delt with)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2 Quality of services delivered (Quality of advice/information received)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.3 Accessibility of information on NCCS (How easy is it to access information on NCCS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.4 Ease of contacting the NCCS on phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.5 Location and accesibility of NCCS offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.6 Accessibility and Currency of information on the NCCS website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.7 Affordability of services from NCCS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.8 Courtesy of Staff (Including while on phone, during meetings etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.0 Have you ever had access to the NCCS Service Charter? 1.) Yes  2.) No

To what extent do you agree with the following statements in regard to NCCS adherence to its Service Charter?

Rating Status	(1) Strongly disagree	(2) Disagree	(3) Average	(4) Agree	(5) Strongly Agree
9.1 NCCS is driven towards meeting customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.2 Quality is a top priority within the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.3 My concerns, problems, enquiries or complaints to the Council are acknowledged and addressed to my satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.4 The Council has effective mechanisms for presenting complaints about levels of service received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.5 Staff in the Council adhere to the provisions of the service charter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.6 Staff in the Council are professional in their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION C: SUPPLIERS SECTION

10.0 To what extent do you agree with the following statements regarding the procurement process of goods and services at NCCS?

Rating Status	(1) Strongly disagree	(2) Disagree	(3) Average	(4) Agree	(5) Strongly Agree
10.1 The Tendering process is open & transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2 Staff in the Council never seek favours from the suppliers so as to process payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.3 The standards set by NCCS for the required goods and services are competitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.4 There is timely payment for goods and services supplied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION D: COMMUNICATION WITH SDEACI

11.0 Are you aware of the NCCS's Publicity and Awareness Programmes? 1.) Yes  2.) No

If your answer to 13.0 above is YES, then on a scale of 1 to 5, with "1" being Not Effective and "5" being Most Effective, how would you rate the effectiveness of the following communication channels for creating awareness about the NCCS's mandate and services?

Rating Status	(1) Not Effective	(2) Least Effective	(3) Average	(4) Effective	(5) Most Effective
11.1 Sensitization Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.2 Strategic Plan/Service Charter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.3 Public Lectures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.4 Print Media (Newspapers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.5 Electronic Media (TVs/Radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.6 Bill Boards/Banners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.7 Brochures/Flyers/Posters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.8 Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.9 Social Media (facebook/ Twitter/Telegram/Instagram)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.10 Jumuiya Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.0 Considering your future or anticipated engagement with the Department, please indicate your level of preference for each of the methods of communication listed below:

Rating Status	(1) Highly Inconvenient	(2) Inconvenient	(3) Average	(4) Convenient	(5) Highly convenient
12.1 By phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.2 By Postal Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.3 By E-mail Correspondences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.4 Through the NCCS's Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.5 By personal contact - Physically visiting the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.6 Social Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.7 Video Conference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.8 Print/Electronic Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.9 Conference/Meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.10 Others (Please Specify)					

13.0 Are you aware of the stipulated procedures for registering complaints at NCCS? 1.) Yes  2.) No

13.1 Have you ever had any complaints about the NCCS's services? 1.) Yes  2.) No

**If your answer to Question 15.1 above is YES, how did you present your complaint(s)?**

13.2	Complained Verbally to NCCS Staff	<input type="checkbox"/>
13.3	Complained in writing through the Complaint/Suggestion Box	<input type="checkbox"/>
13.4	Complained through Email	<input type="checkbox"/>
13.5	Complained through telephone call	<input type="checkbox"/>
13.6	Complained in writing to the NCCS management	<input type="checkbox"/>
13.7	Complained through the Media	<input type="checkbox"/>
13.8	Others _____	

13.9	With regard to your complaint(s), were you satisfied by the action taken?	1.) Yes	2.) No
		<input type="checkbox"/>	<input type="checkbox"/>

14.0 Please indicate areas of service delivery in which you feel NCCS has met or exceeded your expectations?

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15.0 In which areas of service delivery has NCCS performed below your expectations?

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16.0 What suggestions would you make that if implemented would improve Service Delivery in NCCS?

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**Overall Customer Satisfaction Level**

How would you rate your level of satisfaction with National Council for Children's Services as an organisation?

1.) Very Dissatisfied	<input type="checkbox"/>
2.) Dissatisfied	<input type="checkbox"/>
3.) Average	<input type="checkbox"/>
4.) Satisfied	<input type="checkbox"/>
5.) Very Satisfied	<input type="checkbox"/>

*Thank you for the feedback information*