



REPUBLIC OF KENYA

MINISTRY OF EAST AFRICAN COMMUNITY , LABOUR AND SOCIAL PROTECTION  
STATE DEPARTMENT FOR SOCIAL PROTECTION (SDSP)

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

The State Department for Social Protection (SDSP) is mandated to formulate and implement social protection policies and programmes on community development, provide child welfare services, administration of social assistance programmes to Persons with Disabilities, older persons, volunteerism and family protection. The objective of this survey is to establish the level of customer satisfaction in an effort of improving service delivery..

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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<b>3.0 Customer Segment</b>	1.) Ministries/Depts/Agencies(MDAs) <input type="checkbox"/>					10.) Vulnerable Group (Specify) <input type="checkbox"/>
	2.) Supplier <input type="checkbox"/>					(a) Older person <input type="checkbox"/>
	3.) Development Partner <input type="checkbox"/>					(b) Person with disability <input type="checkbox"/>
	4.) Professional Association <input type="checkbox"/>					(c) Child <input type="checkbox"/>
	5.) Student <input type="checkbox"/>					(d) Orphan <input type="checkbox"/>
	6.) Business Community <input type="checkbox"/>					(e) Care giver <input type="checkbox"/>
	7.) The Media <input type="checkbox"/>					11.) Educational Institution (Specify) <input type="checkbox"/>
	8.) Private Sector /Civil Society Organisation <input type="checkbox"/>					(a) Vocational Rehabilitation Centre <input type="checkbox"/>
	9.) General Public <input type="checkbox"/>					(b) Older Persons Institution <input type="checkbox"/>
	<input type="checkbox"/>					(c) Remand Home <input type="checkbox"/>
	<input type="checkbox"/>					12.) Other (Specify .....)
	<input type="checkbox"/>					<input type="checkbox"/>

4.0 When did you last seek for a service from SDSP?

Less than 1 Month <input type="checkbox"/>	1-3 Months <input type="checkbox"/>	4-6 Months <input type="checkbox"/>	7months-1 Year <input type="checkbox"/>	Over 1 Yr <input type="checkbox"/>
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6.0 Which service did you seek when you last interacted with SDSP?	<b>Tick</b>
6.1 Enquiring about a particular service/application/activity (seeking information)	<input type="checkbox"/>
6.2 Seeking trade/business information about Social Protection	<input type="checkbox"/>
6.3 Providing information to SDSP 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 SDSP?	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	Conference/Telepresence	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 received services from SDSP?	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>			
<p>If your answer to 8.0 above is YES; state the specific Department/Unit that served you in the space provided.....</p> <p style="text-align: right;">Based on</p> <p>your previous interactions with SDSP please rate on a scale of 1 to 5 your level of satisfaction with service delivery at SDSP based on the listed criteria below:</p>						
	<b>Rating Status</b>	(1) Poor	(2) Satisfactory	(3) Good	(4) Very Good	(5) Excellent
8.1	Speed of delivery of services at SDSP (e.g. How fast are requests, queries or 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 social protection (How easy is it to access information on social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.4	Ease of contacting the Department on phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.5	Location and accesibility of SDSP 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 SDSP website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.7	Affordability of services from SDSP	<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	(a) Are you aware of the existence of a Service Charter in the SDSP?	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>			
	(b) Have you ever had access to the SDSP Service Charter?	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>			
(c) To what extent do you agree with the following statements in regard to SDSP adherence to its Service Charter?						
	<b>Rating Status</b>	(1) Strongly disagree	(2) Disagree	(3) Average	(4) Agree	(5) Strongly Agree
9.1	Department 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 Department	<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 Department 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 Department 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 Department 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 Department 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 SDSP?					
	<b>Rating Status</b>	(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 Department 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 SDSP 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 SDSP

11.0	<b>(a) Are you aware of the SDSP's Publicity and Awareness Programmes?</b>	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>
	<b>(b) If your answer to 11 (a) is YES, please specify the programmes</b>	1.) Older persons	2.) Persons with disabilities
		3.) Children Services	4.) Community Development

11.0	<b>(a) Are you familiar with SDSPs programmes?</b>	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>			
	<b>(b) 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 SDSP's mandate and services?</b>					
	<b>Rating Status</b>	<b>(1) Not Effective</b>	<b>(2) Least Effective</b>	<b>(3) Average</b>	<b>(4) Effective</b>	<b>(5) Most Effective</b>
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 / Barazas	<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	Community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.0	<b>Considering your future or anticipated engagement with the State Department, please indicate your level of preference for each of the methods of communication listed below:</b>					
	<b>Rating Status</b>	<b>(1) Highly Inconvenient</b>	<b>(2) Inconvenient</b>	<b>(3) Average</b>	<b>(4) Convenient</b>	<b>(5) Highly convenient</b>
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 SDSP'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 SDSP?	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>
13.1	(a) Have you ever had any complaints about any of the services rendered in the SDSP?	1.) Yes <input type="checkbox"/>	2.) No <input type="checkbox"/>
	(b) If your answer to 13.1 (a) is yes, please state the service you complained about in the SDSP?		
	If your answer to Question 13.1 above is YES, how did you present your complaint(s)?		
13.2	Complained in person to SDSP 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 SDSP 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 <input type="checkbox"/>	2.) No <input type="checkbox"/>
14.0	Please indicate areas of service delivery in which you feel SDSP has met or exceeded your expectations?		
15.0	In which areas of service delivery has SDSP performed below your expectations?		
16.0	What suggestions would you make that if implemented would improve Service Delivery in SDSP?		

### Overall Customer Satisfaction Level

How would you rate your level of satisfaction with State Department for Social Protection 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*