

Tel:Tel: +265 (0) 1 770 166 +265 (0) 1 770 130

Fax:+265 (0) 1 774 585

e-mail: anti-corruption@acbmw.org P.O. Box 2437

Lilongwe

Malawi

**CLIENT SATISFACTION QUESTIONNAIRE**

**Introduction**

This survey questionnaire has been developed in order to solicit your views about the services the Bureau offers. The responses that you give will be treated with confidentiality and you are not required to indicate your name. Your responses will be solely used to improve service delivery of the Bureau.

Instructions: Tick or fill where necessary.

1. Sex

🞏 Male 🞏 Female

1. Age

🞏 Under 18 🞏 18-35 🞏 36-59 🞏 60 –above

1. Level of education

🞏 None 🞏 Primary 🞏 Secondary 🞏 Tertiary

1. State the purpose of your visit to the Bureau

🞏 Complaint reporting 🞏 Bail reporting 🞏 Official business 🞏 If others, state…………………………………

1. How many times have you visited the Bureau?

🞏 Once/ first time 🞏 Twice 🞏 Several

1. How were you received at our Front Desk Office/Reception?

🞏 Excellent 🞏 Good 🞏 Fair 🞏 Poor 🞏 Very Poor

1. If your answer in 6 above is not excellent or good, please explain
2. **Service satisfaction**
3. Which section of the bureau did you Visit? ( *Please tick against the section which you visited In the table below*)

|  |  |
| --- | --- |
| **Section** | **Tick** |
| Report Centre |  |
| Documentation |  |
| Investigations |  |
| Prosecutions |  |
| Public Education |  |
| Corruption Prevention |  |
| Public Relations |  |
| Internal Audit |  |
| Finance |  |
| Human Resources |  |
| Administration |  |
| Procurement & Stores |  |
| Information Technology |  |
| Monitoring & Evaluation |  |

1. How long did it take before you were served in the section that you visited?

🞏 5 minutes

🞏 10 minutes

🞏 20 minutes

🞏 30 minutes

🞏 More than 30 minutes

1. Were you satisfied with the time you spent to obtain the service

🞏 Very satisfied

🞏 Satisfied

🞏 Somewhat satisfied

🞏 Unsatisfied

🞏 Very unsatisfied

1. How would you rate the officer/(s) who attended to you?

🞏 Professional 🞏 Somewhat professional 🞏 Unprofessional

1. Were you satisfied with the service offered?

🞏 Very satisfied

🞏 Satisfied

🞏 Somewhat satisfied

🞏 Unsatisfied

🞏 Very unsatisfied

1. How did you know about the services of the Bureau?

🞏 Radio

🞏 Newspaper

🞏 Friends

🞏 Website

🞏 Rallies by ACB

🞏 If others, state……………………………………………………….

1. Do you think services of the Bureau are easily accessible?

🞏 Yes 🞏 No

If No explain.

1. Do you think the Bureau is doing enough to combat corruption in Malawi?

🞏 Yes 🞏 No

If No explain

1. Is there anything you would want the Bureau to improve?

**Thank you for taking your time and sharing your opinions.**