

Administrative Enforcement Agency (Shi-Lin Branch), Ministry of Justice – Satisfaction Survey

Dear Sir or Madam,

Thank you for your time. We would like to use this survey to improve the quality of our services. We are grateful for your participation and wish you all the best.

Sincerely,

Shi-Lin Branch

1. Satisfaction of Our Facility

- A1. Did you find the traffic directions provided by us helpful in your arriving at our branch?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful
- A2. If you drove to our branch, did you find the car parking reserved for civilians to be helpful?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful
- A3. Did you find our guiding services (*i.e.* volunteer station, guide, flow chart, and floor plan) helpful in guiding you?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful
- A4. Did you find the nursery room to be helpful to those who require it?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful
- A5. Did you find the children's play area to be helpful for those who require it?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful
- A6. Did you find the reading room to be helpful for those who require it?
 Very Helpful Somewhat Helpful Neutral Somewhat Unhelpful Very Unhelpful

2. Professionalism and Attitude of Staff Members

With respect to the staff member(s) handling your matters:

- B1. Attitude: Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied
- B2. Professional Knowledge: Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied
- B3. Timeliness: Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied
- B4. Problem-Solving Ability: Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied

3. Survey of Branch Image and Effectiveness of Marketing/Administrative Procedure

Are you aware/satisfied:

- C1. You may pay bills under NT\$20,000 at a convenience store ----- Yes No
- C2. Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied
- C3. People with economic hardship may apply to pay the bill in instalments ----- Yes No
- C4. Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied
- C5. Assistance and referrals for the disadvantaged ----- Yes No

C6. Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied

C7. Are you satisfied with the application procedure at our branch?

Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied

4. Overall Satisfaction

With respect to our branch:

D1. Environment: Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied
Very Unsatisfied

D2. Professionalism of Staff: Very Satisfied Somewhat Satisfied Neutral Somewhat
Unsatisfied Very Unsatisfied

D3. Image and Marketing: Very Satisfied Somewhat Satisfied Neutral Somewhat
Unsatisfied Very Unsatisfied

D4. Administrative Procedure: Very Satisfied Somewhat Satisfied Neutral Somewhat
Unsatisfied Very Unsatisfied

5. Personal Information

E1. Gender: Male Female

E2. Age:

E3. Category of Matter Dealt with Today: Tax Healthcare
Fines Fees

E4. Area of Residence:

E5: Other comments: