



An ISO 9001:2008 Certified Hospital



MOI TEACHING AND REFERRAL HOSPITAL QUALITY ASSURANCE DEPARTMENT

Customer Satisfaction needs and systems assessment survey

Customer satisfaction surveys in MTRH are done to determine the customers' perception on services. The purpose of this study is to identify customers' needs and concerns and also to establish systems' strengths, weaknesses, opportunities and threats so that intervention measures can be put in place. The information you provide will be strictly confidential. Please read the following questions carefully and relate your experiences to enable us rate your satisfaction on the scale provided.

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C.E.O, MTRH

DEMOGRAPHIC DATA

1. Gender: Male Female
2. Age Below 20 yrs 21-30 yrs 31-40 yrs 41-50 yrs Above 50 yrs
3. Highest level of education (Pick one)
 Masters and above Bachelors degree Diploma / Certificate
 Secondary school Primary Nil formal education

Timely

4. How fast were you served?

- Not fast Fast very fast

Quality

5. How do you rate the quality of services rendered

- Poor Fair Good Excellent

Courtesy

6. How courteous were the staffs

- Poor Fair Good Excellent

Sanitation

7. General cleanliness of the facility

- Poor Fair Good Excellent

8. Rate your level of satisfaction with MTRH services.

- 0-25% 26-50% 51-75% 76-100%

9. Comments and suggestions for improvement -----

Thank You