

SCIENTIFIC RESEARCH COUNCIL INTERNAL CUSTOMER SURVEY - MARKETECH LTD

Dear Valued Internal Customer,

Thank you for agreeing to complete this short questionnaire. The following questions have been designed to help Marketech to serve you better. Please complete all questions and where indicated, **provide comments which will be helpful in better understanding your needs** and your perception of the quality of services provided by Marketech.

1. How often do you use the services of Marketech?

Never Seldom ; Frequently

Please rate Marketech's staff on the following factors by ticking the appropriate box:

2. Responsiveness: Excellent Good Satisfactory Poor
3. General Service Quality: Excellent Good Satisfactory Poor
4. Reliability of Data : Excellent Good Satisfactory Poor
5. Access by Telephone: Excellent Good Satisfactory Poor
6. Access by Email: Excellent Good Satisfactory Poor
7. Turn around time: Excellent Good Satisfactory Poor
8. The staff members of Marketech are courteous and professional.
Disagree Agree Do not know
9. The staff members of Marketech are willing to go the extra mile.
Disagree Agree Do not know
10. I need to know more about the services provided by Marketech.
Disagree Agree Do not know

11. If not fully satisfied with services accessed, please state the reasons below:

12. What suggestions do you have for improving the services offered by Marketech?

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

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Prepared by the Human Resources & Admin Division/ Marketech Ltd.