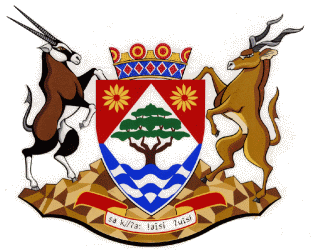
**DEPARTMENT OF SPORT, ARTS AND CULTURE**



**CUSTOMER SATISFACTION QUESTIONNAIRE**

The Department of Sport, Arts and Culture, in its quest to improve its services to you, humbly request that you complete this Service Delivery Improvement Questionnaire.

1. **Personal Information(optional)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name & Surname | | |  | | | | | | | | | Tel | |  | | | | | |
| Town | | |  | | | | | | | | | Cell | |  | | | | | |
| Area Of Interest | | | Sports | | Arts | | Libraries | | | Service Provider | | Gender | | | | | | | |
|  | |  | |  | | |  | | Male | |  | | Female | |  | |
| Age | | | | | | | | | | | | | | | | | | | |
| 0 - 19 |  | 20 - 29 | |  | | 30 -39 | |  | 40 – 49 | |  | | 50 – 59 | |  | | 60+ | |  | |

1. **Questionnaire**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Do you know the Department of Sport, Arts and Culture and the location of its offices and contact numbers in your district? | | | | In terms of service delivery, is the department visible in your area? | | | |
| Yes |  | No |  | Yes |  | No |  |
| Are you satisfied with the level and quality of the services of the department in your community? | | | | | | | |
|  | | | | | | | |
| Have you previously been a beneficiary of the services of the Department of Sport, Arts and Culture? If YES, please explain | | | | | | | |
|  | | | | | | | |
| In a few words please tell us what the department should do to improve its services in your community? | | | | | | | |
|  | | | | | | | |

****

***The Department of Sport, Arts and Culture “Putting People First”***