

SERVICE QUALITY QUESTIONNAIRE CAPITAL PROJECTS & FACILITIES MANAGEMENT REMODEL DEPARTMENT

TO: Site Administrator, _____

RE: Work Order # - _____

To better serve you, we ask that you take a few moments to complete the following questionnaire and return it to **Capital Projects & Facilities Management, Remodel Department, 333 Holcomb, 3rd Floor**. We value your opinion so please take a minute and let us know how we're doing. If there are any questions on which you need clarification, please call 789-3843. If you wish to elaborate on any "no" answers please do so on the reverse side.

- | | | <u>Yes</u> | <u>No</u> | <u>NA</u> |
|-----|--|--------------------------|--------------------------|--------------------------|
| 1. | Was your initial Remodel Department contact person helpful and courteous?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Did the Remodel Department worker check in before starting the work?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | Were you notified on what impact the work would have at your facility?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | Were you kept informed of the progress of the work?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. | Were all your questions about the work answered to your satisfaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Was the work well organized?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | Did the Remodel Department staff perform in a courteous and professional manner?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | Did the worker promptly attend to the work and leave upon its completion?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | Was the work completed to your satisfaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Was the work area left clean and safe?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Overall what was your level of satisfaction with the work? Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not Satisfied <input type="checkbox"/>
(if not satisfied please note reason why in the Comments section below) | | | |
| 12. | How long did it take to complete your request from the time you submitted the Transfer of Funds?:

1-2 weeks <input type="checkbox"/> 3-4 weeks <input type="checkbox"/> 1-3 months <input type="checkbox"/> over 3 months <input type="checkbox"/> | | | |
| 13. | Comments about this job and/or how we at Plant Facilities can improve our service?

_____ | | | |

Sample Questionnaire On Service Quality

Brendan G. Carr



Sample Questionnaire On Service Quality:

Delivering Satisfaction and Service Quality Peter Hernon, John R. Whitman, 2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service

A Handbook for Measuring Customer Satisfaction and Service Quality Morpace International, Transit Cooperative Research Program, 1999 This handbook focuses on how to measure customer satisfaction and how to develop transit agency performance measures It will be of interest to transit managers market research and customer service personnel transit planners and others who need to know about measuring customer satisfaction and developing transit agency performance measures The handbook provides methods on how to identify implement and evaluate customer satisfaction and customer defined quality service

Assessing Service Quality Peter Hernon, Ellen Altman, Robert E. Dugan, 2015-05-12 Academic and public libraries are continuing to transform as the information landscape changes expanding their missions into new service roles that call for improved organizational performance and accountability Since *Assessing Service Quality* premiered in 1998 receiving the prestigious Highsmith Library Literature Award scores of library managers and administrators have trusted its guidance for applying a customer centered approach to service quality and performance evaluation This extensively revised and updated edition explores even further the ways technology influences both the experiences of library customers and the ways libraries themselves can assess those experiences With a clear focus on real world application the authors Challenge conventional thinking about the utility of input output and performance metrics by suggesting new ways to think about the evaluation and assessment of library services Explain service quality and customer satisfaction and demonstrate how they are separate but intertwined Identify procedures for qualitatively and quantitatively measuring both service quality and satisfaction Encourage libraries to take action by presenting concrete steps they can take to become more customer centric Offer a range of customer related metrics that provide insights useful for library planning and decision making such as surveys and focus groups This book shows how to nurture an environment of continuous improvement through effective service quality assessment

Telecommunications Quality of Service Management Antony Oodan, 2003 An understanding of the basic concepts of quality and its management is essential for the professional management of Quality of Service QoS in telecommunications This book is essential reading for all those interested in QoS issues

The Customer Satisfaction towards Service Quality of Electrical Equipments E. Sankaran, Dr. K S Meenakshi Sundaram, Dr. D Kirubakaran,

Social Security : Staff Reductions and Service Quality United States. General Accounting Office, 1988

Service Quality and Customer Satisfaction in Private and Public Sector Banks in Kerala: A Comparative Study Laly Antoney, Prem Jose Vazhacharickal, Quality and satisfaction are the key indicators of corporate competitiveness Measurement of customer satisfaction based on the service quality is to be done independently

and objectively to establish baseline for improvements in service delivery Assessing customer satisfaction periodically allows bank management and policy makers to identify customers needs expectations perception and the perception expectation gaps The current study covers a comparative analysis of service quality and customer satisfaction among the customers of public and private sector commercial banks in Kerala The research questions that are addressed in this study are on expectations and perceptions of retail customers from their preferred banks relationship between service quality and customer satisfaction and the difference between the satisfaction level among private and public sector banks in Kerala In order to answer the above research questions the problem is stated as Service Quality and Customer Satisfaction a Comparative Study between Public Sector and Private Sector Banks of Kerala A descriptive and analytical research was carried out by collecting responses from customers of three prominent banks from private and public sector each This was done through an online structured questionnaire based on SERVQUAL model during July 2015 to July 2016 prior to SBI consolidation Primary data is analysed using SPSS V 21 Kolmogorov Smirnov Test for the Normality is used to ensure normality of data distribution Cronbach Alpha coefficient is used to measure reliability and validity is tested with the panel of experts Mean S D percentage cross tabulation are used for descriptive and univariate analysis Structural Equation Modelling Confirmatory Factor Analysis and regression path analysis are used to conduct inferential and multivariate analysis Z test Independent T Test Chi Square ANOVA Pearson Correlation and post hoc tests are used for testing of hypothesis and comparative analysis Modelling is done using Structural Equation Modelling approach and Path Analysis The study reveals that the antecedents of customer satisfaction of retail banking customers of Kerala are reliability assurance empathy and tangibles Responsiveness dimension do not affect customer satisfaction of banks in Kerala There exists a gap between expected service quality and perceived service quality Study reveals that there is significant positive correlation between service quality and customer satisfaction in the retail commercial banking services in Kerala The level of customer satisfaction in public sector banks and private sector banks are not significantly different but same Similarly it is also found that there is no significant difference in the customer satisfaction between sample banks like State Bank of India State Bank of Travancore Canara Bank from public sector and Federal bank South Indian bank and ICICI bank from private sector

Handbook of Consumer Behavior, Tourism, and the Internet Juline E. Mills, Rob Law, 2004 Available on Hospitality and Tourism Complete Publications via EBSCOHOST via internet A password may be needed off campus **Support Services Questionnaire Library , A Research Report based on an analysis of Service Quality of Sports Centre** Md. Rajibul Hasan, 2013-01-22 Seminar paper from the year 2011 in the subject Business economics Offline Marketing and Online Marketing grade Distinction University of Lincoln course titel language English abstract It is an immensely complex exercise to measure the quality of a service There are differences between product and service In case of product there are precise specifications such as length depth width weight color etc On the other hand a service can have several intangible or

qualitative features In addition there are some expectations of the consumer regarding the service which can differ significantly based on a range of factors such as experience personal requirements and what other people may have said to them To determine the service quality Parasuraman Zeithaml and Berry 1994 have developed a methodology known as SERVQUAL which is a service quality questionnaire survey methodology SERVQUAL model suggested five dimensions of service quality They are reliability responsiveness tangibles empathy and assurance Experiences or perceptions and expectation are measured in SERVQUAL model and SERVQUAL model has been well used in retail surroundings Berry 1986 Brown et al 1993 Carmen 1990 Finn and Lamb 1991 Dabholkar et al 1996 including banking fast food dry cleaning Cronin and Taylor 1992 and health care Babakus and Mangold 1989 In diversified businesses as the technologically advanced industrial market Pitt et al 1992 and B2B business to business services Brensing and Lambert 1990 include the application of the SERVQUAL However this model raises some doubts as to whether expectations are being assessed at all The gap measured by the SERVQUAL model between expectation and perception is uncertain as to whether this is an indication of initial expectation or how the service is continuously reevaluated whilst it is being executed or experienced Therefore SERVPERF model is proposed by Cronin and Taylor 1992 and this model eliminates expectation from the SERVQUAL and it measures the service quality based on service perception In this paper the SERVPERF model is used to measure the service quality of the sports centre

Measuring Of Services Quality Initiatives Undertaken By Eye Hospitals In Kolkata

Bhaskar Mukherjee, Libraries Act on Their LibQUAL+ Findings Fred M. Heath, Martha Kyrillidou, Consuella Askew, 2014-04-23 Learn how other libraries are using LibQUAL data to improve their services and programs This book focuses on the value of the 2002 LibQUAL survey data to help librarians provide better services for users This unique work highlights the continued efforts of participating libraries that used this Web based marketing instrument to assess and evaluate their service quality resource allocations staffing technology and policies Library professionals dealing with interested in library service quality assessment will benefit from the practical examples and graphical representations found in this vital book With Libraries Act on Their LibQUAL Findings you will gain a better understanding of how to use your LibQUAL data to identify opportunities to improve your services and programs initiate further data exploration and identify those areas of your library which need change In times of budget reductions the information in this book will show you how to better demonstrate to your patrons community and government agencies the value of the investment in library staff and resources Enhanced with charts graphs tables and figures this text will help your library smoothly evolve with your patrons expectations and needs Libraries Act on Their LibQUAL Findings From Data to Action covers several important topics including the LibQUAL survey instrument what it is and how it works library service quality and user perceptions of library service quality peer comparisons and benchmarking qualitative and quantitative data analysis how to read your findings strategic planning how to use your findings This resource is of national importance presenting varying perspectives from

different library contexts such as library consortia library types and individual library case studies The book also provides ideas for using LibQUAL to develop better library services for diverse users faculty as opposed to students or the general public rather than specialists From identifying and reaching patrons for conducting the LibQUAL survey to identifying gaps between desired perceived and minimum expectations of services this book will guide you in continuously meeting the needs of your community

Service Quality Measurement: Issues and Perspectives Lewlyn L. R. Rodrigues, 2013-05-22 This book is very useful for it is not just descriptive in its nature but prescriptive too It is descriptive in the sense that it describes the process of developing or using a metric in a problem situation and prescriptive as it clearly prescribes how a beginner can put the theory into practice In this globalized economy maintaining quality of products and services has been the thrust area of interest among academicians and practitioners Today there are quite a good number of books and research articles available Nevertheless service quality measurement has always posed problems particularly in the context of service industries due to the difficulty in the measurement of the intangibles and implied needs of the customers The research literature is filled with articles on how to quantify the services and there are several streams of arguments on the choice of the most ideal approach However the research gap lies in the answer to the question Do these measurement instruments concur in their measurement outcomes or do they give different results in the same situation This book primarily makes an attempt to answer this question through a case study approach Even though there are several instruments for the measurement of service quality the two most widely used instruments are SERVQUAL and SERVPERF metrics Comprehensively this book explains the systematic procedure of using both the instruments in a service sector and further the procedure for conducting a statistical analysis so that one will be able to apply the same in any service sector It then takes the reader through a series of tests in order to compare the two metrics and to prove statistically if there is the same outcome in a problem situation The results are sure to surprise the reader and trigger the research bent of mind to undertake a similar study of such metrics and gain mastery over performing an independent research with very minimal guidance from a professional guru

Increasing Management Relevance and Competitiveness Badri Munir Sukoco, Rahmat Heru Setianto, Nidya Ayu Arina, Ade Gafar Abdullah, Asep Bayu Nandiyanto, Ratih Hurriyati, 2018-04-17 Increasing Management Relevance and Competitiveness contains the papers presented at the Global Conference on Business Management and Entrepreneurship the 2nd GC BME 2017 Surabaya Indonesia on the 9th of August 2017 The book covers 7 topics 1 Organizational Behavior Leadership and Human Resources Management 2 Innovation Operations and Supply Chain Management 3 Marketing Management 4 Financial Management and Accounting 5 Strategic Management Entrepreneurship and Contemporary Issues 6 Green Business 7 Management and Economics Education

ASSESSMENT OF SERVICE QUALITY IN HEALTH INSURANCE SECTOR A STUDY WITH SPECIAL REFERENCE TO CHENNAI CITY Dr.

S.T.KRISHNEKUMAAR, Dr. K.S.MEENAKSHI SUNDARAM, **Advancing the Service Sector with Evolving**

Technologies: Techniques and Principles Wang, John, 2012-01-31 This book discusses the application of information systems to service creation modeling and evolution covering foundational concepts and innovations in service management service oriented computing strategic information systems and Web services Provided by publisher HARNESSING 5G AND CLOUD DATA PIPELINES Enabling Real-Time Customer Experiences Across Telecom, Media, and Healthcare Industries Hara Krishna Reddy Koppolu, **Total Quality Management in Human Service Organizations** Lawrence L. Martin, 1993-09-10 Now that business government and other fields are embracing Total Quality Management TQM as their management philosophy TQM may also hold the solution for problems that exist in human services organizations today After a brief history of TQM the author discusses the philosophy of management quality as an organizational goal the challenges of determining an organization s customers and collecting and using customer quality data He also describes how to achieve quality improvement through teamwork and shows how to use brainstorming cause and effect diagrams check sheets and pareto analysis Among the other topics examined are contractor involvement training top management personnel training middle managers and staff and selecting an implementation strategy All the examples used in this volume are drawn from the fields of public administration gerontology public health and management of nonprofit organizations Total Quality Management in Human Service Organizations is a good background for human service administrators and organizations prior to undergoing a more detailed agency discussion of or training in TQM It is also of great value to students and faculty in social work administration programs who are interested in the basics of TQM **Consumer Adoption and Usage of Broadband** Dwivedi, Yogesh K., 2007-08-31 Develops a conceptual model for examining consumer adoption usage and impact of broadband utilizing various methodologies providing a clear window into the rational decisions of potential broadband consumers **Algerian Islamic Banks** Elkhansa Medjedel, Abu Bakar A Hamid, Noor Inayah Yaakub, 2020-10-06 Due to the fierce competitive environment in the banking industry several service providers implement marketing tactics to compete in order to achieve customer loyalty Particularly Islamic banks around the world are struggled to compete against conventional in terms of marketing activities development and gaining customer loyalty Relationship marketing tactics such as price service quality communication customization and reputation considered as the tools that marketers can use to enhance trust and commitment and subsequently customer loyalty This study investigates the impact of relationship marketing tactics trust and commitment on customer loyalty in Algerian Islamic banks Data were collected through self administered questionnaires delivered to 308 customers of two leading Islamic banks in Algeria Data were analyzed using Structural Equation Modeling through Smart PLS The results found that only communication and customization are related to trust and reputation positively related to commitment Communication and service quality significantly predicted customer loyalty In addition the results provided a substantial support that trust and commitment acts partially as the mediators on the relationship between relationship marketing tactics and customer loyalty Findings also have contributed to new knowledge of

evaluating a model of relationship marketing tactics with the role of trust and commitment on loyalty Finally it would be useful to examine more variables future research can include different tactics such as reciprocity tangible rewards direct contact value proposition and customer satisfaction as well

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