

Questionnaire Number : (filled by officer)

CUSTOMER SATISFACTION SURVEY QUESTIONS LIST

Distinguished customer, in order to improve the service quality of National Cardiovascular Center Harapan Kita, it would be honor for us to have you fill this customer satisfaction questionnaire with honesty and surely we will keep secure all your answers.

Thank you for your time and attention.

RESPONDENT IDENTITY

I. RESPONDENT DATA (Give this mark <input checked="" type="checkbox"/> according to your answer)	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Academic Background	<input type="checkbox"/> Elementary <input type="checkbox"/> Diploma <input type="checkbox"/> Junior High <input type="checkbox"/> Undergrad, Post Grad, or Higher Education <input type="checkbox"/> Senior High
Last Visit Service	<input type="checkbox"/> General Poly <input type="checkbox"/> Inpatient Second Class <input type="checkbox"/> Executive Poly <input type="checkbox"/> Inpatient Third Class <input type="checkbox"/> VIP Inpatient <input type="checkbox"/> Pediatric Ward <input type="checkbox"/> Inpatient First Class 6fl <input type="checkbox"/> Medical Intermediate Ward <input type="checkbox"/> Inpatient Second Class 5fl <input type="checkbox"/> ER <input type="checkbox"/> Post Op Inpatient 4fl <input type="checkbox"/> WES

DIRECTION :

1. Please filled based on your actual assessment, because it would not be affecting the treatment you will be received.
2. How to Fill the Questionnaire
Give the (X) mark or circle the right answer according to your point of view.

No.	Range of question	Questions	Answers
UNIT			
1.	Requirement	How is the administrative requirement (BPJS/insurance/company/private) that need to be fulfilled to acquire treatment in NCVCHK?	a. Very easy b. Easy c. Quite Easy d. Difficult

No.	Range of question	Questions	Answers
2.	Procedure	Based on your experience, how good is the service procedure?	a. Very Good b. Good c. Quite Good d. Not Good
3.	Time to get full treatment	How long is the treatment you have acquired in NCVCHK?	a. Very Fast b. Fast c. Quite Fast d. Slow
4.	Price/Tariff	According to your opinion, how about the price or tariff that NCVCHK charged you for?	a. Very cheap b. Cheap c. Quite Cheap d. Expensive
5.	Specification Product Service	According to your opinion, how well the service in aligned with the terms of condition that NCVCHK has already established?	a. Very well aligned b. Aligned c. Quite aligned d. Not aligned at all
6.	Facilities	According to your opinion, how about the facility that NCVCHK provides?	a. Very Good b. Good c. Quite Good d. Not Good
PERSONNEL			
7.	Officer Competency	According to your opinion, how capable (skillful and knowledgeable) the officer in NCVCHK?	a. Very Capable b. Capable c. Quite Capable d. Not Capable
8.	Officer Attitude	How is the officer attitude in giving the services?	a. Very Good b. Good c. Quite Good d. Not Good
COMPLAINT			
9.	Complaint Handling, Critique and Advice	According to your opinion, how well the handling complaint including giving critique and advice with the follow-up in NCVCHK?	a. Very Good b. Good c. Quite Good d. Not Good
CONCLUSION			
10.	Conclusion	Overall, what is your opinion towards the service that has been given?	a. Very Satisfied b. Satisfied c. Less Satisfied d. Not Satisfied

Please submit your inquiries of this survey form to info@pjhk.go.id

Thank you.