**CUSTOMER SERVICE SURVEY FORM NO. 0003, SERIES 2016**

**PATGENMI NGA KASUGPONAN:**

Dagiti kapanunutan ken pakaseknan ti tunggal maysa ket isuda dagiti agbalin a pagibasaran iti panagdesisyon ken panangipakita ti kinapategyo kas agtagikua iti daytoy a sugponan. Ngarud, dawatenmi ti anus ken panangibingay ti orasyo babaen ti panangsungbatyo kadagiti sumaganad nga saludsod:

**Kompleto a Nagan: Petsa ti Panakaiyanak:**

**Landline No./Mobile No.: Lugar a Nakaiyanakan:**

**Email add.: Trabaho ken Sadino:**

**Siasino ka Kadagitoy: Babae Lalaki LGBT Naasawaan**

**Awanan Asawa Balo Nagsina**

**Valid ID ken numero ti ID: TIN:**

**Miembro iti branch/satellite office iti las-ud ti tawen/bulan/aldaw**

1. **MEMBERSHIP SATISFACTION SURVEY** (PLEASE CHECK [**√**] YOUR CHOICE/S)

Pilien babaen kadagiti sumaganad ti grado nga isungbattayo kadagiti saludsod:

**4** Excellent (Makaay-ayo la unay) **1** Poor (Saan a makaay-ayo)

**3** Good (Makaay-ayo) **0** Prefer not to answer (awan ti mapilik)

**2** Average (Kalkalaingan na)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Apay a kinayat mo ti nakikameng iti sugponan?** | **4** | **3** | **2** | **1** | **0** |
| 1. Tapno maaddaan ti prebilihiyo a bumulod (apply for loan) |  |  |  |  |  |
| 1. Tapno makapagsalemetmet (savings/time deposit) |  |  |  |  |  |
| 1. Gapuen ta addaanak ti plano nga agbusiness. |  |  |  |  |  |
| 1. Dadduma pay a makagapo \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (pakilanad) |  |  |  |  |  |
| 1. **Ania kadi kadagiti serbisyo wenno produkto ti sugponan ti kaaduan nga iyus-usar mo?** | **4** | **3** | **2** | **1** | **0** |
| 1. Pagbulodan (lending services) |  |  |  |  |  |
| 1. Pagdepositoan (savings products) |  |  |  |  |  |
| 1. Dadduma pay a serbisyo. Please encircle (Western Union, ATM, SSS, iGroup, CAC Products/Insurance) |  |  |  |  |  |
| 1. Adu pay \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Pakilanad koma) |  |  |  |  |  |

**Kalpasan iti panagkameng mo iti sugponan ken panagusar mo kadagiti serbisyo wenno produkto ti coop ania kadi met nagbaliwan ti:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Pagsapulan**  **(Livelihood)** | **PORSIENTO (%)** | | | | | **Produkto**  **(Production)** | **PORSIENTO (%)** | | | | |
| **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** | **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** |
| 1. Nanayunan |  |  |  |  |  | 1. Nanayunan |  |  |  |  |  |
| 1. Naksayan |  |  |  |  |  | 1. Naksayan |  |  |  |  |  |
| 1. Nagtalinaed |  |  |  |  |  | 1. Nagtalinaed |  |  |  |  |  |
| **Kita/Ganansiya**  **(Income)** | **PORSIENTO (%)** | | | | | **Deposito**  **(Savings & Share Capital)** | **PORSIENTO (%)** | | | | |
| **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** | **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** |
| 1. Nanayunan |  |  |  |  |  | 1. Nanayunan |  |  |  |  |  |
| 1. Naksayan |  |  |  |  |  | 1. Naksayan |  |  |  |  |  |
| 1. Nagtalinaed |  |  |  |  |  | 1. Nagtalinaed |  |  |  |  |  |
| **Trabahador/ Katulungan (Worker/Helper)** | **PORSIENTO (%)** | | | | | **Kasasaad ti Biag**  **(Family Status)** | **PORSIENTO (%)** | | | | |
| **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** | **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** |
| 1. Nanayunan |  |  |  |  |  | 1. Nanayunan |  |  |  |  |  |
| 1. Naksayan |  |  |  |  |  | 1. Naksayan |  |  |  |  |  |
| 1. Nagtalinaed |  |  |  |  |  | 1. Nagtalinaed |  |  |  |  |  |
| **Sanikua**  **(Assets)** | **PORSIENTO (%)** | | | | | **Mano ti napaadal mo nga anak mo?**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| **10**  **– 20** | **21**  **– 40** | **41**  **–**  **60** | **61**  **–**  **80** | **81**  **–**  **100** |
| 1. Nanayunan |  |  |  |  |  | **Ania metten ti kasasaad ita dagiti annak mo?**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| 1. Naksayan |  |  |  |  |  |
| 1. Nagtalinaed |  |  |  |  |  |

1. **SACDECO IN THE COMMUNITY 4 3 2 1 0**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Pannagallukoy, panangted inspirasyon (Motivation) |  |  |  |  |  |
| Pannakipaset kadagiti aktibidades iti benneg ti barangay ken ili (Participation to barangays and town activities) |  |  |  |  |  |
| Panagdur-as ken panagkasapulan iti agtrabaho (Employment Opportunities) |  |  |  |  |  |
| Panagtultuloy a panagadal, panangsursuro para iti panagdur-as  (Training and Skills development) |  |  |  |  |  |
| Panangsokisok ken panangpadur-as babaen kadagiti kabaruan a Technolohiya (Reasearch and Development) |  |  |  |  |  |

1. **DADDUMA PAY (OTHER FACTORS)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Kalidad ti Serbisyo (Service Quality)** | **4** | **3** | **2** | **1** | **0** |
| Panagdayaw (Courtesy) |  |  |  |  |  |
| Kinapudno (Realibility) |  |  |  |  |  |
| Maaasaan (Responsiveness) |  |  |  |  |  |
| Tarigagay a tumulong (Willingness and desire to really help) |  |  |  |  |  |
| Kadagupan ti kalidad iti serbisyo nga napadasan (Overall service quality experience) |  |  |  |  |  |
| 1. **Forms and Statement** | **4** | **3** | **2** | **1** | **0** |
| Nalaka nga fill-upon dagiti formas (Forms are easy to complete) |  |  |  |  |  |
| Nalaka maawatan dagiti brochures, publications and statement of accounts (Easy to understand brochures, publications and statement of accounts) |  |  |  |  |  |

1. **MAINAYON A KOMENTO (ADDITIONAL COMMENTS)**

**No ania man ti kapadasan yo ditoy SACDECO (nasayaat ken madi) wenno kayatyo nga maisingasing tapno ad-adda pay nga mapasayaat ti serbisyo ken mapadur-as ti sugponan tayo, pangaasiyo ta isuratyo koma.**

**Pirma ti Miembro (*Member’s Signature*)**

***AGYAMAN KAMI UNAY !!!***