



**KRC CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE**  
GM -CAP/CAM/OP/06/7.2

Date:...../...../2015

We are carrying out this survey to help us improve the services provided to you by Kenya Railways Corporation.

**Which department did you visit to seek our services?**

KRC OFFICE	TICK
Managing Director's office	
Legal Services	
Corporate Affairs	
Nairobi Railway Museum	
Finance	
Procurement	
Human Resources & Admin.	
Audit	
ICT	
Security Services	
Business	
Estates	
Concession	
ISO Services	

**Which services are you seeking?**

KRC SERVICES	TICK
General Enquiries	
Follow up on payment	
Procurement services	
Land and Housing	
Concession issues	
Legal issues	
To lodge a complaint	
Other: Please specify	

**How long have you been a KRC customer?**

	TICK
Less than 1 year	
Between 1- 5 years	
More than 5 years	

- How satisfied were you with the service you were accorded by our staff at the reception area?  
 Very satisfied     Satisfied     Dissatisfied     Very dissatisfied
- How long did you have to wait before KRC staff attended to you?  
 0-15 minutes     15-30 Minutes     30-45 Minutes     45-60 Minutes     60+Minutes
- In terms of knowledge was the staff you spoke to...  
 Knowledgeable     Adequately Knowledgeable     Not knowledgeable
- Would you say the member of staff you spoke to was ...  
 Friendly     Indifferent     Unfriendly
- How satisfied are you with the service at the department you visited?  
 Very Satisfied     Satisfied     Dissatisfied     Not satisfied at all
- Was your request addressed to your satisfaction?  
 Yes     No
- How long did it take for your request to be addressed fully?  
 Immediately     1 month     3 months     6 months  
 More than six months.. (Please specify)

- What do you think are our areas of weakness?  
 Unprofessionalism     Poor customer service     Delayed payments     Lack of integrity  
 Other specify.

**9. On a scale of 1-10, kindly rate us on the following: (Where 1 is poor, 10 is excellent)**

KRC SERVICES	RATINGS
Customer focus	
Integrity	
Excellence	
Professionalism	
Innovation	

- What can we do to improve our services to you?

Thank you for your feedback.  
**Corporate Affairs Division**  
 Comments & Enquiries can be sent to; [info@krc.co.ke](mailto:info@krc.co.ke)