

# Manyame Rural District Council

Stand No. 34  
 Postal Box 99 Beatrice  
 Tel 0242150- 218/239/453



Email:ceo@manyamerdc.org.zw  
 www.manyamerdc.org.zw  
 Cell :0785491371/ 0735031948

*All correspondence to be addressed to the CEO*  
**CLIENT SATISFACTION SURVEY**

**Introduction**

As Council we appreciate that your satisfaction is key to the operations of the local authority. To ensure maximum satisfaction of its clients, Council has designed a satisfaction survey instrument below. Your objective responses help the Council to improve the quality of services offered to its clients. Please be assured that the information provided will be held in strict confidence.

Mode: Anonymous

**Section A**

Are you a resident in the Council area?

Tick appropriate Response

YES	NO
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If yes, kindly indicate the following

Gender.....

Age range: Under 18    18-30    31-40    41-50    51-60    61 and above

**Section B**

Please complete the questionnaire below by indicating your level of agreement with each statement using a scale of 1 to 5 as defined below by ticking the appropriate response;

**1-Strongly Disagree ; 2-Disagree ; 3-Not Sure ; 4-Agree ; 5-Strongly Agree**

NO.	QUESTION	1	2	3	4	5
1	I have access to Manyame RDC client service charter.					
2	The service I get from Manyame RDC is worth the value for money.					
3	The courteous services offered by Manyame RDC makes me feel very happy.					
4	I am satisfied with the speed of service delivery offered by Manyame RDC.					
5	I am satisfied with the quality of service that I am getting from Manyame RDC					
6	Manyame RDC is physically and virtually accessible.					
7	I get Information on Manyame RDC services.					
8	I am satisfied with the speed of resolution of clients' complaints by Council					
9	I am satisfied with the client experience that I am getting from Manyame RDC.					
10	The service I am receiving from Manyame RDC is meeting my needs.					
11	I would recommend someone to relocate to Manyame RDC.					
12	I am satisfied with my decision to stay in Manyame RDC.					

13. Please indicate areas you want Council to improve on  
 .....  
 .....  
 .....

Thank you