



KR CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE
KR/CA&PR/CSQ/FM01

Date:...../...../2019

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

1. Which department did you visit to seek our services?

KR OFFICE	TICK
Managing Director's office	
Legal Services	
Finance	
Supply Chain Management	
Human Resources & Admin.	
Internal Audit	
Business Development and Operations	
Infrastructure Development	
Research Planning and Compliance	
ICT	
Security Services	
Corporate Affairs	

Which services are you seeking?

KR 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	

2. In the recent past, which of the following means have you used in interacting with KR?

Telephone E-mail Letter Website In person Bulk SMS

3. While calling, at what point was your call answered?

1st Ring 2nd Ring 3rd Ring More than 4 Rings

4. While communicating through writing, how long did we take to respond to you?

Email Correspondence

2 Working Days More than 2 working days Did not respond to email at all

Letter Correspondence

7 Working days More than 7 Working days Did not respond to letter at all

Complaints Acknowledgement

2 Working days More than 2 working days Did not respond to complaint at all

5. While following up on payment, how long did we take to complete payment?

Within 30 working days More than 30 working days

6. During a visit to KR offices.....

How long did you have to wait before KR staff attended to you?

0-15 minutes 15-30 Minutes 30-45 Minutes 45-60 Minutes 60+Minutes

7. In terms of knowledge was the staff you spoke to knowledgeable?

Knowledgeable Adequately Knowledgeable Not knowledgeable

8. Have you at a given time applied to lease or rent KR property?

Yes No

If yes, kindly indicate whether the below statements are true or false?

Application forms are available at all our offices

True False

Application forms are processed according to

	True	False
Availability of the units		
Ability of the applicant to meet the conditions as per procedure.		



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9. How long did we take to respond to you on the status of your complaint upon conclusion of your case?

7 days More than 7 days Did not respond at all

10. Kindly indicate to what extent you agree with the below statements on our accountability.

(KR – Kenya Railways)

Indicator	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
We (KR) keep our policies and practices open to public scrutiny					
We (KR) provide clear, helpful, accurate and up-to-date service information					
We (KR) adhere to all Government, statutory regulations and international standards that are applicable to us.					

11. Kindly indicate to what extent you agree with the below statements on our service delivery

Indicator	SERVICE DELIVERY				
	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
KR's Service Charter is readily available					
KR's hours of business are client friendly					
KR's website is user friendly and informative					
Generally, KR adheres to the provisions set out in its service delivery charter					
Information on KR's services is readily available					

12. How satisfied were you with the service we accorded you?

Very satisfied Satisfied Dissatisfied Very dissatisfied

13. 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