



Questionnaire on Public Satisfaction Level by the Social Welfare Bureau
(Only Use for The Second Phase of Adoption Service – Minor Arrangement)

Computer generated Code No. (To be filled by SWB)

Date of Filling-in: _____Year____Month____Day

As to upgrade our service quality, we hope to collect you / and your spouse’s valuable opinions on the Adoption Service provided by SWB via this anonymous questionnaire survey. Upon completion of filling in the questionnaire, please deliver it directly to the divisional chief in concern for its processing.

As you / and your spouse has completed the second phase of “Adoption Service” --- Minor Arrangement, please kindly advice on this phase of related service. All collected data only serve as references for laying down the criteria for improvement of our performance indicators and will not interfere with you / and your spouse’s “Application for Adoption”. Thank you very much for your/ and your spouse’s support. We are committed to continual improvement and optimization of our public services’ quality.

Based on your/and your spouse’s latest personal experience in this phase of child adoption service processing at our Division, please tick (“✓”) as appropriate to indicate your/and your spouse’s comment and supplement it with opinions written down in the “Opinion” check box.

5=Very Satisfied/Clear

4=Satisfied/Clear

3=Fair

2=Dissatisfied/ Unclear

1=Very Dissatisfied/ Unclear

0=No Comment

Services

	5	4	3	2	1	0
1. Clarity of the explanations given by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sincereness and politeness of the working staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sufficiency of information about the situation of the minor provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Suitability of the meeting place with minor arranged by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Suitability of the meeting hour with minor scheduled by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Quality of follow-up service rendered by staff after the applicant had met the minor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Clarity of the explanation provided by staff on the content of the document(s) received and acknowledged by the applicant/adopter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The waiting time involved in minor arrangement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environment and Facilities

	5	4	3	2	1	0
9. Level of comfortability towards the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Conditions of ancillary facilities for public (e.g.: space layout of the facilities, air-conditioning, corridor, toilet, signage, lighting equipments)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment on Adoption Services

	5	4	3	2	1	0
11. The overall quality of the child adoption services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On Performance Pledge

	5	4	3	2	1	0
12. Are you aware that performance indicators have been laid down on child adoption services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Your level of satisfaction on the performance indicators about child adoption services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Should you choose dissatisfied/very dissatisfied, please specify the item code and respective reason for your choice:

Other Particulars and Opinions

- 14. Age (Male applicant) : ₁ under 25 ₂ 25-29 ₃ 30-34 ₄ 35-39 ₅ 40-44
₆ 45-49 ₇ 50-54 ₈ 55-59 ₉ 60 or above
- 15. Age (Female applicant) : ₁ under 25 ₂ 25-29 ₃ 30-34 ₄ 35-39 ₅ 40-44
₆ 45-49 ₇ 50-54 ₈ 55-59 ₉ 60 or above
- 16. Academic background (Male applicant) : ₁ Unavailable ₂ Primary education ₃ Secondary education
₄ Tertiary education ₅ University or above ₆ Others: _____
- 17. Academic background (Female applicant) : ₁ Unavailable ₂ Primary education ₃ Secondary education
₄ Tertiary education ₅ University or above ₆ Others: _____
- 18. Marital status (Male applicant): ₁ Single ₂ Married ₃ Cohabited ₄ Divorced ₅ Remarried ₆ Others: _____
- 19. Marital status (Female applicant): ₁ Single ₂ Married ₃ Cohabited ₄ Divorced ₅ Remarried ₆ Others: _____
- 20. Occupation (Male applicant): _____
- 21. Occupation (Female applicant): _____
- 22. Other Opinions:

Remarks: Should you / and your spouse have any suggestions, complaints, objections or appreciations towards the services offered by SWB, please feel free to express them via our Service Optimization Hotline: 28358818; or send them to us through our website: <http://www.ias.gov.mo> or e-mail: dep@ias.gov.mo; directly call or require meeting with Head of our Division (Tel: 8399 7703), or directly send a letter addressed to the Director of SWB. All opinions collected from the sources above will be followed up directly by Optimization Services Committee which is managed by SWB Director.

~ End ~

Thank you for your cooperation & Wish you all the happiness!