

## APPENDIX A

### Questionnaire in English

#### Questionnaire

#### Customers' Satisfaction with Services at the Metropolitan Waterworks Authority, Minburi Branch Office

This questionnaire is a part of a research for the completion of the Degree in Master of Arts in English for Careers, Language Institute, Thammasat University. It is aimed at studying the degree of customers' satisfaction with services at the Metropolitan Waterworks Authority, Minburi Branch Office. The information you provided will be treated confidentially. Your cooperation in answering this questionnaire is highly appreciated.

---

Direction: Please mark ✓ in the  or fill in the blank that corresponds to yourself.

#### **Part 1: General Information**

1. Gender

Male

Female

2. Age

Under 20 years

21-30 years

31-40 years

41-50 years

Over 50 years

3. Education

Below High School

High School

Vocational School

Bachelor's Degree

Above Bachelor's Degree

4. Occupation

Student

Housewife

Unemployed/Retired

Office worker

Government officer

State Enterprise officer

Business owner

Other.....

5. Income / Month

No income

Below 10,000 Baht

10,001 – 20,000 Baht

20,001 – 30,000 Baht

30,001 – 40,000 Baht

40,001 – 50,000 Baht

More than 50,000 Baht

## **Part 2: Customers' Satisfaction Measurement**

Direction: Please mark ✓ in the  that corresponds to your degree of satisfaction.

### 2.1 Satisfaction with water quality

Items	Satisfaction Level				
	Very Satisfied	Somewhat Satisfied	Moderate	Somewhat Dissatisfied	Very Dissatisfied
2.1.1 Sufficient water amount					
2.1.2 Water pressure					
2.1.3 Water cleanliness					
2.1.4 Your overall satisfaction with the water quality					

### 2.2 Satisfaction with service staff

Items	Satisfaction Level				
	Very Satisfied	Somewhat Satisfied	Moderate	Somewhat Dissatisfied	Very Dissatisfied
2.2.1 Politeness and manners of the staff					
2.2.2 The willingness to help and give prompt service					
2.2.3 Staff expertise in performing their duties					
2.2.4 Sufficient number of staff					
2.2.5 Your overall satisfaction with the service staff					

## 2.3 Satisfaction with service procedures

Items	Satisfaction Level				
	Very Satisfied	Somewhat Satisfied	Moderate	Somewhat Dissatisfied	Very Dissatisfied
2.3.1 Appropriate queuing system					
2.3.2 Speed of service					
2.3.3 Ease of contact with the staff					
2.3.4 Clear service steps and system					
2.3.5 Your overall satisfaction with the service procedures					

## 2.4 Satisfaction with facilities

Items	Satisfaction Level				
	Very Satisfied	Somewhat Satisfied	Moderate	Somewhat Dissatisfied	Very Dissatisfied
2.4.1 Appropriateness and accessibility of the office location					
2.4.2 Cleanliness of the place					
2.4.3 Sufficient waiting space					
2.4.4 Up-to-date equipment					
2.4.5 Your overall satisfaction with the facilities					

**Part 3: Comments or Suggestions**

.....

.....

.....

.....

.....

.....

.....

.....

.....

*Thank you very much for your cooperation.*