



Satisfaction Questionnaire
 ฝ่ายวิจัย คณะแพทยศาสตร์ศิริราชพยาบาล

รหัสเอกสาร : SD-00-4/053-F53E-01

แก้ไขครั้งที่ : 01

วันที่อนุมัติ : 03 April 2018

Objective The aims of this questionnaire is to gather the service data as the feedback information for planning and improvement to the better services in order to reach the satisfaction and expectation of our customers.

1. Equipment name.....
2. Department/ Office of.....
3. Position Lecturer Researcher/Research Assistance Scientist Student grade..... Outsider
4. Location of the service (choose only 1)
 - SiCRF-1 : SiMR5 SiCRF-2 : SRI10
 - SiCRF-3 : SiMR6, MIC5-6 Other (Bldg., Floor).....
5. Objective of the service
 - Laboratory study Research Thesis Other.....
6. Frequency of use (choose only 1)
 - 1-3 times/week 4-6 times/week 7-9 times/week More than 10 times/week
7. Area of research excellence or project field
 - Allergy & Immunology Cancer Community Health & Social
 - Health Promotion Health System Health Services research
 - Hematology Infectious Diseases Other.....

8. Satisfaction Questionnaire

Item	Excellent	Good	Fair	Acceptable	Dissatisfaction
Satisfaction Questionnaire for Services of the Equipment Booking Website					
Convenience of using website database					
Suitability of website database					
Performance and delivery time of the system					
Completion of data on the website database					
Data beneficial of the user					
In general, how much do you satisfy the services?					
Satisfaction Questionnaire for Equipment Services					
Convenience of laboratory using					
Cleanness and tidiness of laboratory					
Availability of equipment					
Convenience of an instrument request					
Service people is gentle and enthusiastic					
Satisfaction of Service people					
In general, how much do you satisfy the services?					

9. Other suggestion.....