



# REPUBLIC OF MAURITIUS

## **Customer Satisfaction Survey 2017**

**Ministry of Industry, Commerce and  
Consumer Protection (Industry Division)**  
**Assay Office**

**The Ministry of Civil Service and  
Administrative Reforms**

## **FOREWORD**

This Customer Satisfaction Survey (CSS) is the second one conducted in the Civil Service by the Ministry of Civil Service and Administrative Reforms (MCSAR) covering three divisions of the Ministry of Industry, Commerce and Consumer Protection namely the Assay Office, the Legal Metrology Services and the Consumer Affairs Unit. The survey was carried out from September to December 2017 by officers of the Ministry of Industry, Commerce and Consumer Protection in collaboration with Statistics Mauritius (SM). The latter was responsible for the drafting of questionnaire, organization of fieldwork, tabulation, analysis and report writing.

This report on the Assay Office has been prepared by Statistics Mauritius and it is hoped that the statistics published will be helpful to the Civil Service, the private sector and the public in general.

The Ministry of Civil Service and Administrative Reforms (MCSAR) would like to extend its thanks to all those who have contributed to this exercise namely the staff of Ministry of Civil Service and Administrative Reforms, Ministry of Industry, Commerce and Consumer Protection and Statistics Mauritius.

The cooperation of the public in the survey is also gratefully acknowledged.

**Mr A. Somanah**

Director

Assay Office

Port Louis, Mauritius  
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## **INTRODUCTION**

This Customer Satisfaction Survey (CSS) is the second one conducted in the Civil Service by the Ministry of Civil Service and Administrative Reforms (MCSAR) covering three divisions of the Ministry of Industry, Commerce and Consumer Protection namely the Assay Office, the Legal Metrology and the Consumer Affairs Unit. The main objectives of the survey were to determine the level of customer satisfaction with the 6 different service components (Accessibility, Reception and Waiting Area, Interaction with Service Provider, Timeliness of Service, Service Delivery and Handling of Complaints) for the different types of services provided by these divisions and to solicit customers' suggestions for improvement in each service area. The survey was carried out from 15<sup>th</sup> September to 24<sup>th</sup> November 2017 by officers of the Ministry of Industry, Commerce and Consumer Protection in collaboration with Statistics Mauritius (SM), which was responsible for the drafting of questionnaire, organization of fieldwork, tabulation, analysis and report writing.

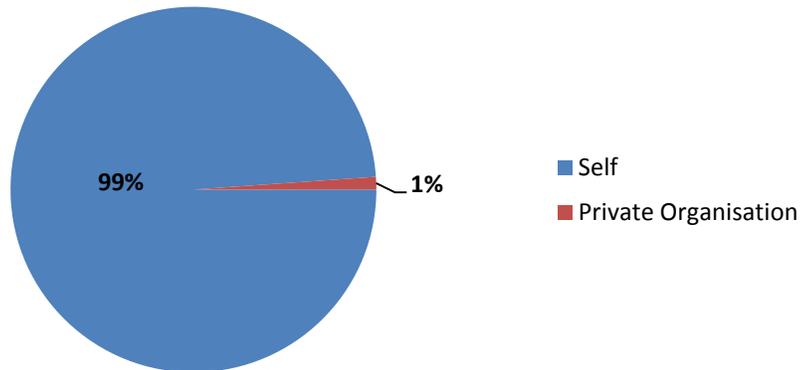
This report presents the main results of the Customer Satisfaction Survey based on data collected from a sample of 808 customers at the Assay Office. Section 1 of the report presents the main findings such as the profile of the respondents, purpose of visit and time spent at the Assay office. Section 2 presents the rating of the different services by the respondents and the suggestions for the improvement of these facilities. The methodology, concepts and definitions are given at section 3 and the detailed tables are at section 4. The questionnaire is at Annex.

## **Section 1: Main Findings**

### **1.1 WHAT ARE THE PROFILES OF THE CUSTOMERS? (Table A1)**

#### **More individual respondents**

Figure 1 below presents the representative of customers that have been interviewed. Out of a sample of 808 customers, 799 contacted the Assay Office on their own behalf and 9 contacted the office on behalf of a private organization.

**Figure 1: Percentage distribution of customers**

### 1.1.1 PROFILES OF SELF RESPONDENTS *(Table A2)*

#### *Citizenship*

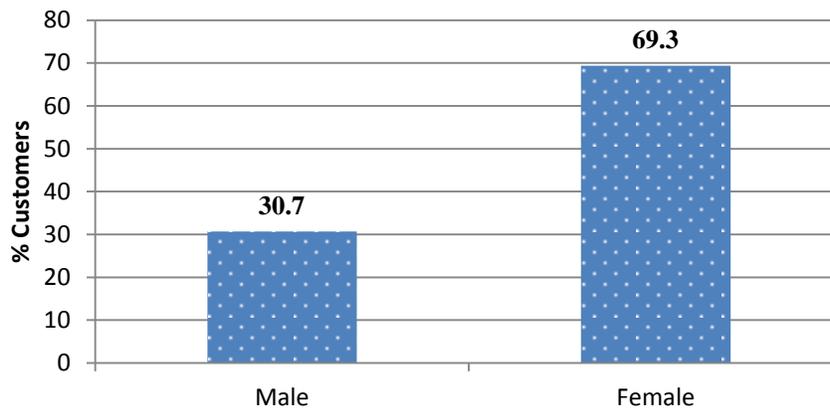
##### **Mainly Mauritians ...**

Out of 799 self-respondents, 797 were Mauritians and 2 were foreigners.

#### *Gender*

##### **More females than males...**

Figure 2 below presents the sex distribution of customers interviewed. Out of 799 self-respondents, 245 were males and 554 were females.

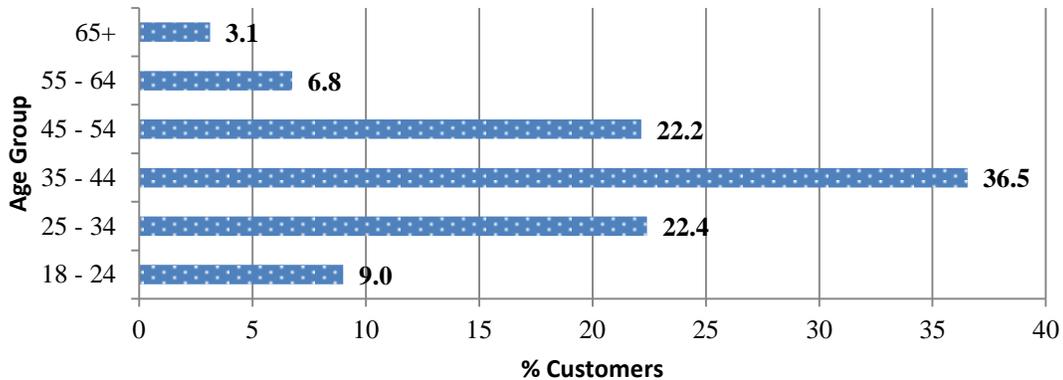
**Figure 2: Distribution of respondents by sex**

*Age*

**...mostly adult aged between 35 to 44...**

Out of 799 self-respondents, some 36.5% of customers visiting the Assay Office were between the ages of 35 to 44 years and 22.4% were aged between 25 to 34 years. The age distribution is given at figure 3.

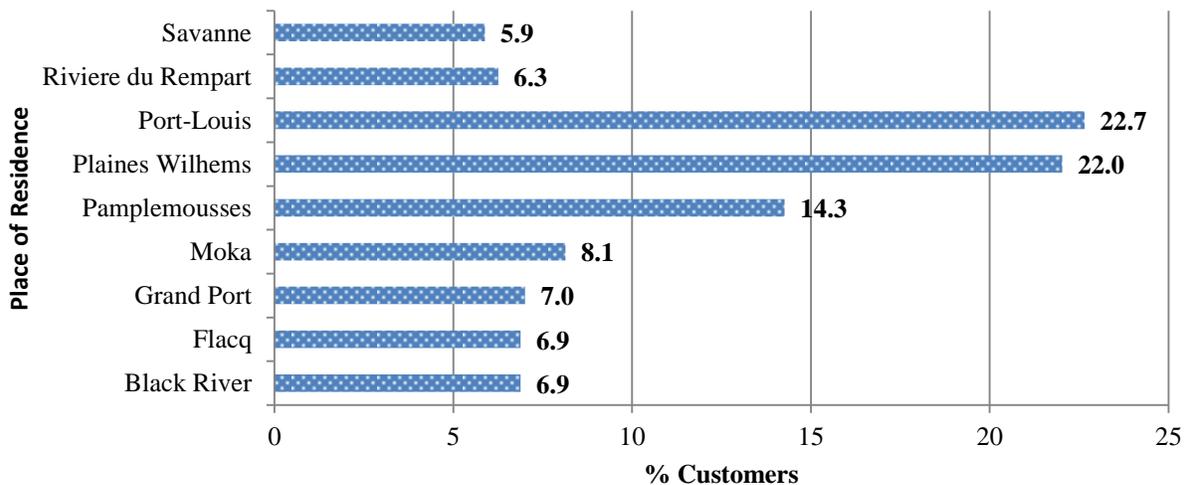
**Figure 3: Percentage distribution of customers by age group**

*Place of Residence*

**...mostly residents of Port Louis...**

Figure 4 shows the distribution of customers interviewed by their residential districts. Around 22.7% of the self-respondents were residents of Port Louis, 22.0% were from Plaines Wilhems, 14.3% from Pamplemousses, 8.1 % from Moka and the rest were from the remaining districts.

**Figure 4: Percentage distribution of customers by residential districts**



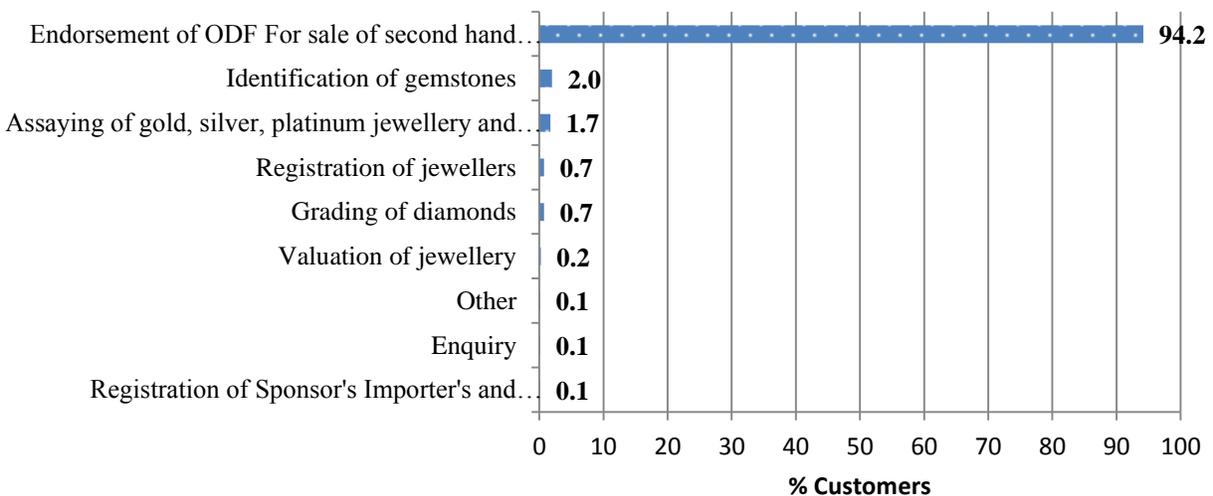
## 1.2 WHAT ARE THE SERVICES REQUESTED BY THE CUSTOMERS?

*Purpose of Visit (Table A3)*

**The customers that were interviewed mainly requested for the Endorsement of Ownership Declaration Form (ODF) for sale of second hand jewellery.**

The figure below depicts the percentage distribution of customers by purpose of visit. It is observed that the highest request was for 'Endorsement of ODF for sale of second hand jewellery' with 94.2%. A percentage of 0.1% was for 'other services' which included the renewal of certificate. No complaint was received during the survey period.

**Figure 5: Percentage distribution of customers by purpose of visit**



## 1.3 THE LENGTH OF VISIT<sup>1</sup>

*Time of visit (Table A4&A5)*

**The majority of respondents spent 1 to 5 minutes at the office...**

The survey reveals that 97.0% of the customers spent between 1 to 5 minutes at the Assay Office. Around 2.6% and 0.2% spent between 6 to 10 minutes and 11 to 15 minutes respectively while 0.1% stayed for more than 15 minutes.

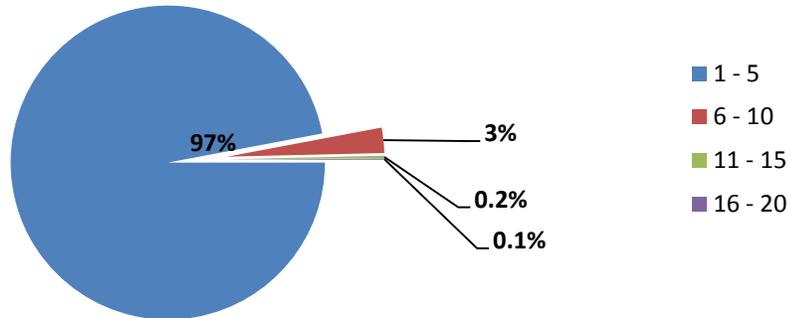
**..and the average time spent by a customer at the Assay Office was 3 minutes.**

On average, a customer spent around 3 minutes at Assay office.

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<sup>1</sup>is a term used to describe the duration of a customer's visit at Assay Office that is it includes the waiting time and time spent at the counter.

**Figure 6: Percentage distribution of customers by time spent at the Assay office**



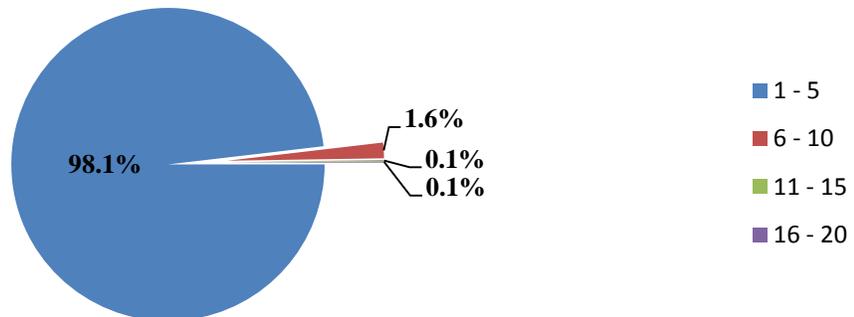
#### 1.4 THE SERVICE DURATION<sup>2</sup>

*Timeliness of Service (Table A6&A7)*

**More than 90.0% of the customers had their service completed within 5 minutes**

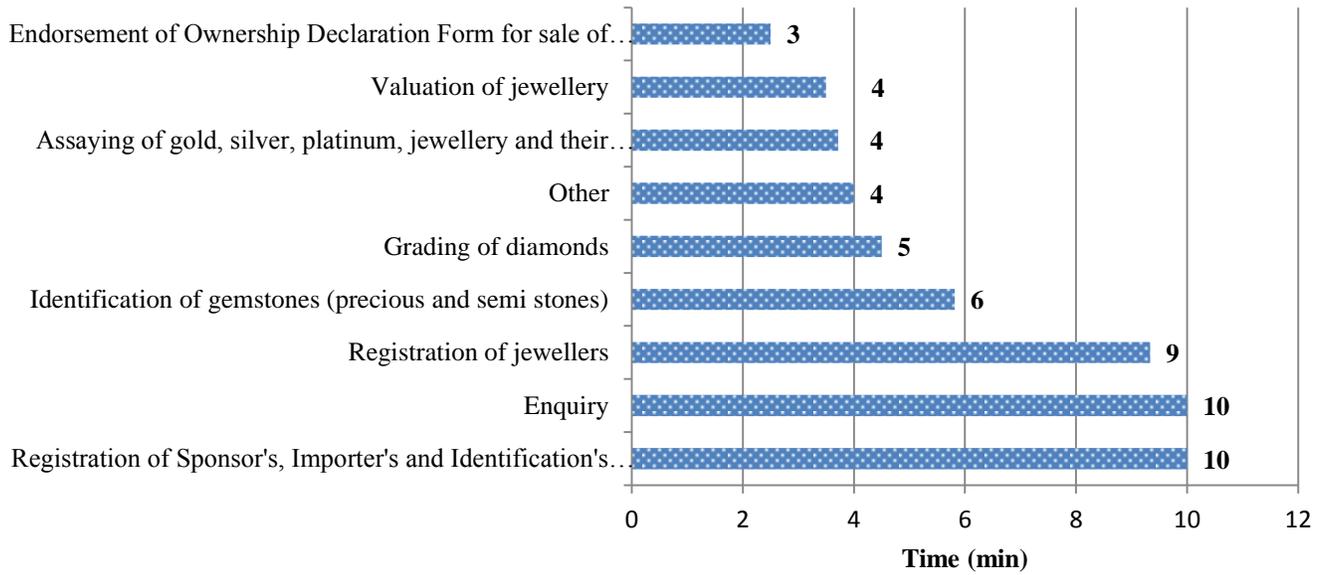
Out of 808 customers interviewed 793 customers had their service completed within 1 to 5 minutes, followed by 13 customers between 6 to 10 minutes and the remaining 2 were retained for more than 10 minutes but less than 20 minutes.

**Figure 7: Percentage distribution of customers by timeliness of service**



It was observed that the overall highest average time spent per customer by purpose of visit relates to 'Registration of Sponsor's Importer's and Identification's marks' and 'Enquiry' with duration of 10 minutes each while the overall lowest average time of 3 minutes was registered for 'Endorsement of ODF for sale of second hand jewellery'.

<sup>2</sup> is defined as the time spent by a customer for his/her requested service

**Figure 8: Average time spent per customer by purpose of visit**

## Section 2: Rating

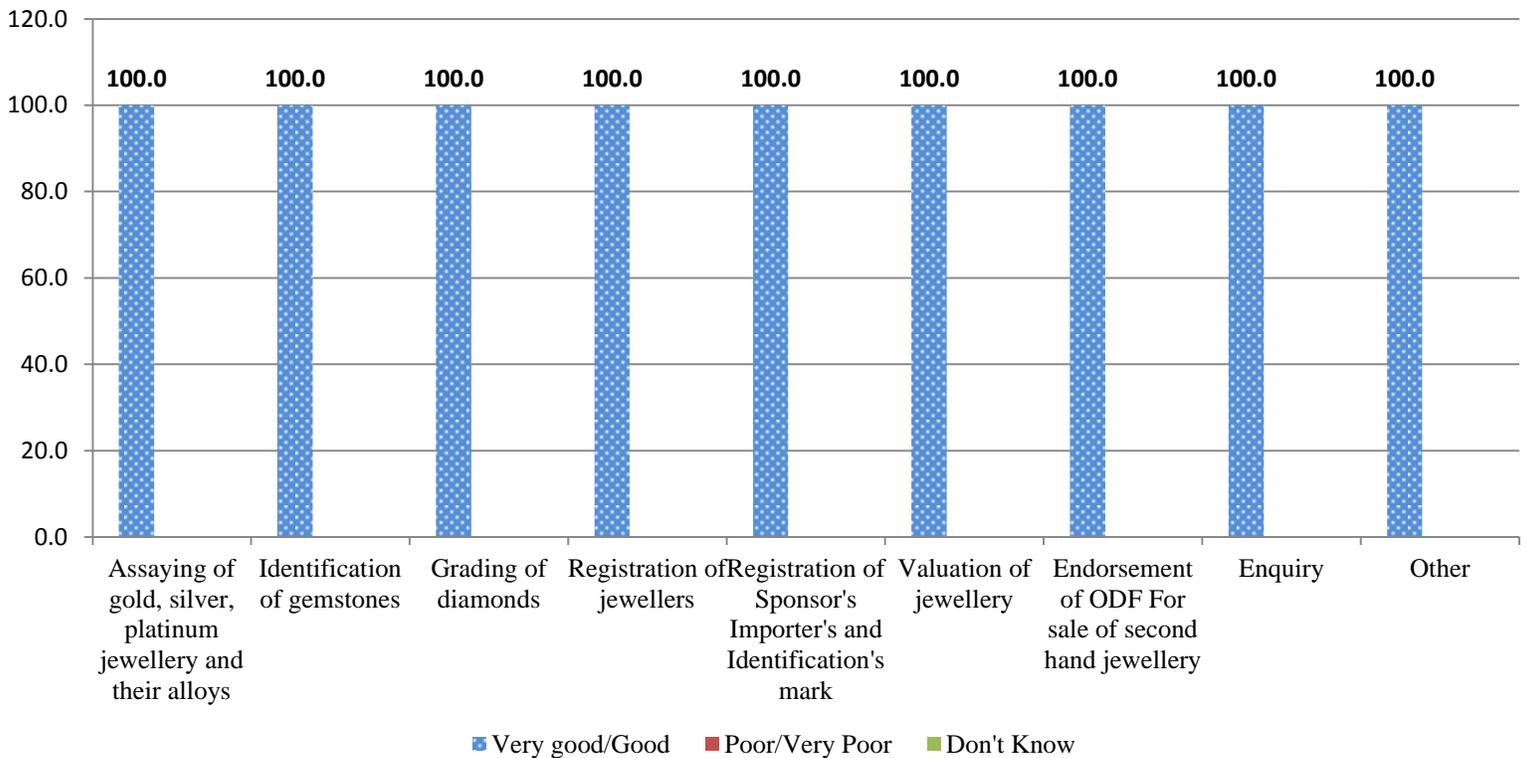
### 2.1 RATING SERVICES DELIVERY BY PURPOSE OF VISIT (Table A8)

The respondents were asked to rate their level of satisfaction of all services in the scale of '1' to '4' with '1' being very good, '2' good, '3' poor and '4' very poor. It is noted that a high level of appreciation was recorded for all type of services offered by the Assay Office.

**There is a high level of customers' satisfaction on the quality of services offered by the Assay Office.**

As regards to the overall level of satisfaction on Service Delivery by purpose of visit, it was observed that for all services requested by the customers a high level of satisfaction (very good or good) was obtained.

**Figure 9: Percentage distribution of customers by purpose of visit and rating of Service Delivery**



## **2.2 CUSTOMERS' PERCEPTION ON THE SIX SERVICE COMPONENTS**

*(Table A9)*

The respondents were also asked to rate their satisfaction on the six service components on the scale '1' to '4', '1' being 'very good' and '4' being 'very poor'.

### **Customers' perceptions are more likely to prone towards 'good' or 'very good' on Accessibility...**

About 99.0% of the customers qualified Accessibility, as 'very good' or 'good', while only 0.7% rated the services as 'poor' or 'very poor'.

High level of appreciation of Accessibility i.e. 'very good' or 'good' was noted for the following attributes: Opening hours of office (100.0%), Closing hours of office (99.6%), office conveniently located (98.9%) and finally adequate Signs displayed to indicate the office location (97.4%).

### **...on Reception and Waiting Area...**

On the whole, customers appreciated the reception and waiting area at the Assay Office. Some 71.5% of them have valued it as 'very good' and another 28.4% as 'good'. No customer rated the offices as 'poor' or 'very poor'.

### **...on Interaction with Service Provider...**

A high level of satisfaction (very good or good) for Interaction with Service Provider was expressed by 99.9% of the customers interviewed while 0.1% rated as 'poor' or 'very poor'.

The low rating (poor or very poor) was attributed to Interaction with Service Provider by customers interviewed mostly on the privacy and confidentiality of discussion between the customer and the officer.

### **...Timeliness of service...**

The timeliness of service was qualified as 'very good' or 'good' by all the customers interviewed (100.0%).

### **...on quality of Service...**

When requested to evaluate the quality of Service as a whole, all the customers (100.0%) interviewed rated the service as 'good' or 'very good'.

### ...on Handling of Complaints

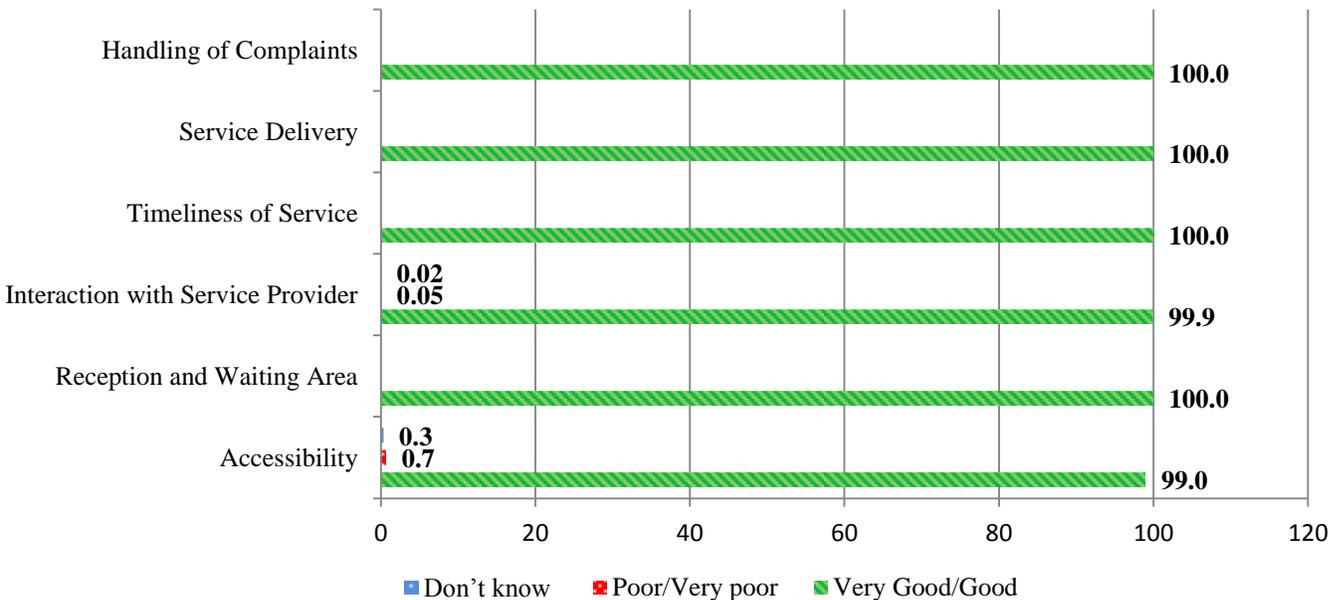
Out of 808 respondents, only 1 of them has ever lodged a complaint at the Assay Office. As regards to Handling of Complaints, the customer interviewed rated it as being 'good' and for the speed with which the complaint was dealt, she rated the speed as 'good'.

### The overall performance scores for the six service components is in favour of high level of satisfaction

The figure below presents the performance scores for the six service components identified. These are summated ratings of the individual attributes that constitute each service component.

Overall, Service Delivery, Timeliness of Service, Reception and Waiting Area obtained a full satisfaction rating (100.0%) while for Interaction of Service Provider a small percentage of 0.05% rated it as 'Poor/Very Poor'. Same for the Accessibility, a small percentage of 0.7% rated this service component as 'Poor/Very Poor'.

**Figure 10: Overall Performance Scores**



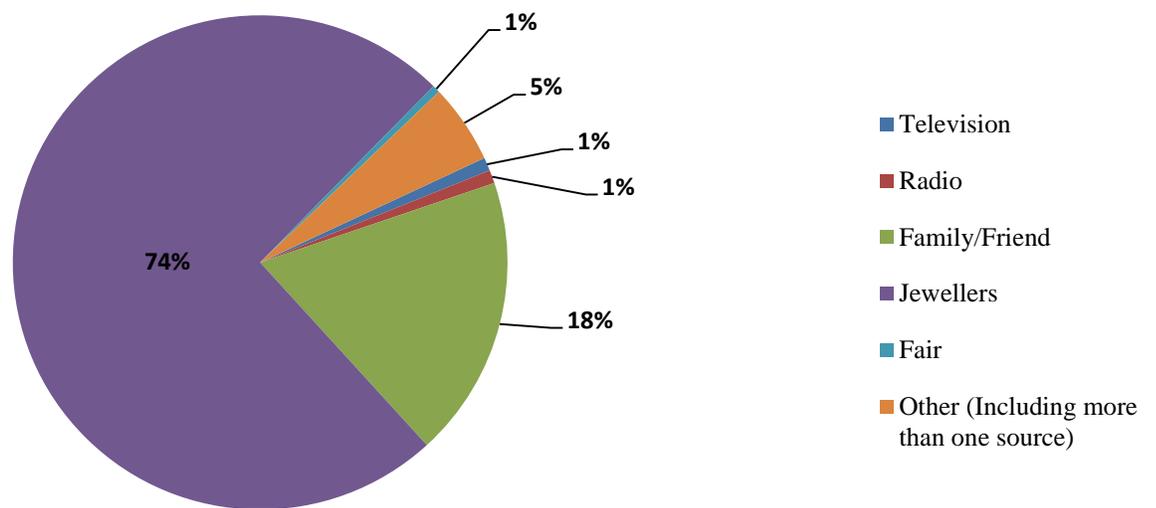
## 2.3 CUSTOMERS AWARENESS OF THE SERVICES AND LOCATION OF THE ASSAY OFFICE

*Information (Table A10)*

**In general, customers interviewed were well aware of the services offered by and location of the Assay office.**

The majority of respondents (74%) were aware of this place through their jewellers, 18% from family/friend and 5% of them came to know about Assay Office from more than 1 source and other sources. The rest of 3% was aware of Assay office from Television, Radio and Fair.

**Figure 11: Customer awareness of the services and location of the Assay Office**



## **2.4 SUGGESTIONS TO IMPROVE THE SERVICE AT THE ASSAY OFFICE**

The respondents were asked to make suggestions on how to increase customers' satisfaction on the services offered by the Assay Office. Out of 808 respondents only 22 respondents made some suggestions on Assay Office. The main areas of concern were the improvement of the office location and office infrastructure. Below is a list of the major comments and suggestions with the number of respondents making the comment/suggestions in brackets. The main areas of concern were:

### **2.4.1 Office Location**

Some recommendations were made for the improvement of the office location, mainly the need to improve sign boards and accessibility to the office. The recommendations are aggregated as follows:

- i. Office should be on the ground floor (3)
- ii. Provide more parking facilities (2)
- iii. Sign board should be more visible (1)
- iv. Need better office location near city centre (1)
- v. Need for better sign boards to indicate office location (1)

### **2.4.2 Office Infrastructure**

The main suggestions for improvement of office infrastructure were:

- i. More lighting when stepping from the lift (3)
- ii. Water dispenser should be provided (2)
- iii. Need more spacious office (1)

### **2.4.3 Upgrading of Services**

Some customers have made observations on the need to enhance the level of services. The following suggestions were given:

- i. Instant payment after ODF has been issued (2)
- ii. Detailed information should be provided on the website (1)
- iii. Provide online services (1)
- iv. More rapid service for identification of gemstones (1)

### **2.4.4 Hours of work**

- i. Extend closing hours (4)

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## **Section 3: Methodology & Definition of terms**

### **3.1 Data Collection**

#### **Survey period**

The survey was conducted for ten weeks in the month of September - November for the year 2017. During the ten weeks, interviews were carried out at the Assay office between 0845 and 1600 hours. This ensures representativeness of the customers who benefited from the services at the Assay Office throughout the day.

#### **Unit of enquiry**

The unit of enquiry was the customer. The latter is defined as a person who has just been provided with the service he/she had requested from the Assay Office.

#### **Questionnaire design**

The views of the stakeholders, namely the Ministry of Civil Service and Administrative Reforms and Ministry of Industry, Commerce and Consumer Protection, were sought regarding the content of the questionnaire. The questionnaire comprises 33 questions (*see Annex*), including 2 opinion questions on reasons for not being satisfied with the service delivery and suggestions for improvement.

#### **Data collection method**

Data were collected on questionnaires and face to face interviewing technique was used.

#### **Fieldstaff**

The fieldstaff consisted of 1 Supervisor and 2 Interviewers.

#### **Consistency and validation checks**

Supervisors monitored the interviews being carried out and advised the interviewers on remedial action to be taken, if warranted.

## 3.2 Sampling

### Sample method

Based on the information available at the Assay Office, the expected number of customers by the type of services distributed among the Office for the ten weeks of September - November 2017 was assumed to be the same as in year 2016. Therefore, the sample was allocated proportionately to the Assay Office by type of services.

### Sample size

A sample size of 808 was considered appropriate after considering the resources to be put in place for the survey and the timeliness at which results will be disseminated.

### Data reliability

The results published in this report are based on a sample, rather than the census of all customers who benefited the services of the Assay Office. As with all sample surveys, the results are subject to sampling variability and therefore may differ from figures that would be obtained if all customers had been included in the survey.

## 3.3 Data Processing

The whole data processing exercise was done in-house using the CSPro software and Microsoft Spreadsheet.

*Note:* Figures may not add up to total due to rounding.

## 3.4 Problems/Limitations

As with all sample surveys, the Customer Satisfaction Survey is subject to weaknesses including:

- Employees of the Assay Office were appointed as interviewers which may result to biasedness in the results.
- Since no complaint was registered at the Assay office during the survey period, the next customer requesting for any service at the Assay Office was considered for the interview.

### 3.5 Definition of terms

**Customer** A customer is a person who has just been provided with the service he/she had requested from the Assay Office.

#### Type of services offered by the Assay Office

##### 1) ASSAYING

- **Assaying of gold, silver, platinum jewellery and their alloys** Testing of gold, silver and platinum jewellery in order to know its exact fineness.
- **Valuation of jewellery** Valuation of gold content in the gold jewellery. A valuation certificate will be issued to the customer.

##### 2) REGISTRATION

- **Registration of Jewellers** Registration of any person dealing in jewellery and/or precious or semi-precious stones as a jeweller.
- **Registration of Sponsor's, Importer's, and Identification's marks** Any jewellery manufactured/imported for sale in Mauritius shall be marked in a legible manner with Sponsor's, Importer's, and Identification's marks.

##### 3) GEMMOLOGY

- **Identification of gemstones** Testing of gemstones regarding their authenticity.
- **Grading of diamonds** Consists of providing a comprehensive analysis of the quality and authenticity of diamonds based on "4Cs" namely cut, clarity, colour and carat weight.

**4) ENDORSEMENT OF OWNERSHIP  
DECLARATION FORM**

Any person wishing to sell his/her second hand jewellery has to fill in an Ownership Declaration Form in two copies at the jewellers' business premises and produce it to the Assay Office or police together with his/her proof of identity, proof of address and the photographs of the jewellery, to have his/her name and address certified against payment of the appropriate fee.

**5) OTHER**

- **Enquiry**

Furnish information on the services provided by Assay Office.

- **Complaints**

Customer is not satisfied with the jewellery purchased or any dealing in jewellery.

## Section 4: Tables

**Table A1: Characteristics of customers visiting Assay office, October 2017**

<b>Representative of whom</b>	<b>Number</b>
Self	799
Government ministries/department	-
Private Organisation	9
Other	-
<b>Total</b>	<b>808</b>

**Table A2: Profile of Self-Respondent, October 2017**

<b>Profile of Self Respondent</b>	<b>Number</b>
<b>Citizenship</b>	
Mauritian	797
Non-Mauritian	2
<b>Age Group (years)</b>	
18 - 24	72
25 - 34	179
35 - 44	292
45 - 54	177
55 - 64	54
65+	25
<b>Gender</b>	
Male	245
Female	554
<b>Place of Residence</b>	
Black River	55
Flacq	55
Grand Port	56
Moka	65
Pamplemousses	114
Plaines Wilhems	176
Port-Louis	181
Riviere du Rempart	50
Savanne	47

**Table A3: Distribution of the number of customers by purpose of visit, October 2017**

	<b>Number</b>
<b>All purpose</b>	<b>808</b>
Assaying of gold, silver, platinum jewellery and their alloys	14
Identification of gemstones	16
Grading of diamonds	6
Registration of jewellers	6
Registration of Sponsor's Importer's and Identification's mark	1
Valuation of jewellery	2
Endorsement of ODF for sale of second hand jewellery	761
Complaints	-
Enquiry	1
Other	1

**Table A4: Distribution of the number of customers by time spent at Assay office, October 2017**

<b>Time (Minutes)</b>	<b>Number of respondents</b>
1 - 5	784
6 - 10	21
11 - 15	2
16 - 20	1
<b>Grand Total</b>	<b>808</b>

**Table A5: Average time spent per customer at Assay office, October 2017**

<b>Time (minutes)</b>	<b>Assay Office</b>
Average time spent per customer	2.9

**Table A6: Distribution of the number of customers by purpose of visit and timeliness of service, October 2017**

<b>Purpose of Visit</b> <b>Time (minutes)</b>	Assaying of gold, silver, platinum jewellery and their alloys	Identification of gemstones	Grading of diamonds	Registration of jewellers	Registration of Sponsor's Importer's and Identification's mark	Valuation of jewellery	Endorsement of ODF for sale of second hand jewellery	Complaints	Enquiry	Other, specify	Total Purposes
<b>Grand Total</b>	<b>14</b>	<b>16</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>761</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>808</b>
1 - 5	13	11	6	2	-	2	758	-	-	1	793
6 - 10	1	5	-	2	1	-	3	-	1	-	13
11 - 15	-	-	-	1	-	-	-	-	-	-	1
16 - 20	-	-	-	1	-	-	-	-	-	-	1

**Table A7: Average time spent per customer by purpose of visit, October 2017**

<b>Purpose of Visit</b>	Assaying of gold, silver, platinum, jewellery and their alloys	Identification of gemstones (precious and semi stones)	Grading of diamonds	Registration of jewellers	Registration of Sponsor's, Importer's and Identification's marks	Valuation of jewellery	Endorsement of Ownership Declaration Form for sale of second-hand jewellery	Complaints	Enquiry	Other
Average time spent per customer (minutes)	4	6	5	9	10	4	3	-	10	4

**Table A8: Percentage Distribution of customers by purpose of visit and rating of service delivery, October 2017**

Purpose of Visit	Total	Rating of Service Delivery(%)		
		Very good/Good	Poor/Very Poor	Don't Know
<b>All purposes</b>	<b>808</b>	<b>100.0</b>	<b>-</b>	<b>-</b>
Assaying of gold, silver, platinum jewellery and their alloys	14	100.0	0	0
Identification of gemstones	16	100.0	0	0
Grading of diamonds	6	100.0	0	0
Registration of jewellers	6	100.0	0	0
Registration of Sponsor's Importer's and Identification's mark	1	100.0	0	0
Valuation of jewellery	2	100.0	0	0
Endorsement of ODF for sale of second hand jewellery	761	100.0	0	0
Enquiry	1	100.0	0	0
Other	1	100.0	0	0

**Table A9: Percentage Distribution of customers' perception by rating on the six service components, October 2017**

Service Components	Rating of Level of Satisfaction (%)				
	Very Good	Good	Poor	Very Poor	Don't know
<b>Accessibility</b>	<b>57.0</b>	<b>42.0</b>	<b>0.7</b>	-	<b>0.3</b>
Adequate Signs displayed to indicate the office location	57.2	40.2	1.2	-	1.4
Office conveniently located	56.4	42.5	1.1	-	-
Opening hours of Office	58.0	42.0	-	-	-
Closing hours of Office	56.3	43.3	0.4	-	-
<b>Reception and Waiting Area</b>	<b>71.5</b>	<b>28.4</b>	-	-	<b>0.0</b>
Attitude of staff in welcoming you	78.7	21.3	-	-	-
Efficiency of staff at reception to direct you to the right office/staff	74.3	25.7	-	-	-
Availability of signs to indicate the location of the different counters	64.9	35.0	-	-	0.1
Cleanliness of the waiting room	64.6	35.4	-	-	-
Waiting time before being attended to	75.2	24.8	-	-	-
<b>Interaction with Service Provider</b>	<b>76.5</b>	<b>23.5</b>	<b>0.0</b>	-	<b>0.0</b>
Clarity of information provided by the officer	77.7	22.3	-	-	-
Knowledge of officer about the services provided by the Department	77.1	22.9	-	-	-
Competency of officer in dealing with your request	76.5	23.5	-	-	-
Courtesy of Officer	77.2	22.8	-	-	-
Privacy and confidentiality of discussion between you and the officer	73.8	25.9	0.2	-	0.1
<b>Timeliness of Service</b>	<b>83.4</b>	<b>16.6</b>	-	-	-
Speed at which you were served	83.4	16.6	-	-	-
<b>Service Delivery</b>	<b>77.0</b>	<b>23.0</b>	-	-	-
Overall quality of service/product received	77.0	23.0	-	-	-
<b>Handling of Complaints</b>	-	<b>100.0</b>	-	-	-
Ease of lodging complaints about customer service	-	100.0	-	-	-

**Table A10: Customer Awareness of the services and location of the Assay Office, October 2017**

<b>Sources</b>	<b>No of customers</b>
Television	7
Radio	7
Family/Friend	149
Jewellers	599
Fair	4
Other (including more than one source)	42
<b>Total</b>	<b>808</b>



**REPUBLIC OF MAURITIUS**  
**MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS**  
**Customer Satisfaction Survey 2017**  
**ASSAY OFFICE**

**A GENERAL**

A1.1 Date 

--	--	--	--	--	--	--	--

  
D D M M Y Y

A1.2 Time of Visit 

--	--	--

A1.2a From 

--	--	--	--

 hrs

A1.2b To 

--	--	--	--

 hrs

--	--	--

  
Minutes

A1.3 Are you contacting the Assay Office on behalf of

A1.31 Self	1
A1.32 Government ministries/department	2
A1.33 Private Organisation	3
A1.34 Other, specify .....	4

If '1' fill in B1.1 - B1.4, otherwise Section C

**B PROFILE OF RESPONDENT**

B1.1 Citizenship:            **Mauritian**            1            **Non-Mauritian**            2

B1.2 Age Group:  
 18 - 24             25 - 34             35 - 44             45 - 54             55 - 64             65+

B1.3 Gender:            **Male**            1            **Female**            2

B1.4 Residential Address (Town/Village):..... 

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**C PURPOSE OF VISIT**

*Record only the last requested service*

C1.1 Assaying of gold, silver, platinum jewellery and their alloys	1
C1.2 Identification of gemstones (precious and semi precious stones)	2
C1.3 Grading of diamonds	3
C1.4 Registration of jewellers	4
C1.5 Registration of Sponsor's, Importer's and Identification's marks	5
C1.6 Valuation of jewellery	6
C1.7 Endorsement of Ownership Declaration Form for sale of second-hand jewellery	7
C1.8 Complaints	8
C1.9 Enquiry	9
C1.10 Other, specify .....	10

	Very Good	Good	Poor	Very Poor	Don't Know
--	-----------	------	------	-----------	------------

*How did you find the*

**D ACCESSIBILITY**

D1.1 Adequate signs displayed to indicate the office location	1	2	3	4	5
D1.2 Office conveniently located	1	2	3	4	5
D1.3 Opening hours of Office	1	2	3	4	5
D1.4 Closing hours of Office	1	2	3	4	5

**E RECEPTION AND WAITING AREA**

E1.1 Attitude of staff in welcoming you	1	2	3	4	5
E1.2 Efficiency of staff at reception to direct you to the right office/staff	1	2	3	4	5
E1.3 Availability of signs to indicate the location of the different counters	1	2	3	4	5
E1.4 Cleanliness of the waiting room	1	2	3	4	5
E1.5 Waiting time before being attended to	1	2	3	4	5

<b>For office Use</b>	
Edited and Coded by .....	<input type="checkbox"/> Input by .....
Checked by .....	Verified by .....

How did you find the

Very Good	Good	Poor	Very Poor	Don't Know
-----------	------	------	-----------	------------

**F INTERACTION WITH SERVICE PROVIDER**

F1.1 Clarity of information provided by the officer	1	2	3	4	5
F1.2 Knowledge of officer about services provided by the Department	1	2	3	4	5
F1.3 Competency of officer in dealing with your request	1	2	3	4	5
F1.4 Courtesy of officer	1	2	3	4	5
F1.5 Privacy and confidentiality of discussion between you and the officer	1	2	3	4	5

**G TIMELINESS OF SERVICE**

G1.1 Time taken by the officer to deal with your request

G1.2 Minute(s) 1      Hour(s) 2      Day(s) 3      G1.2a In minutes

How did you find the

Very Good	Good	Poor	Very Poor	Don't Know
-----------	------	------	-----------	------------

G1.3 Speed at which you were served	1	2	3	4	5
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**H SERVICE DELIVERY**

H1.1 Overall quality of service/product received	1	2	3	4	5
--------------------------------------------------	---	---	---	---	---

H1.2 If 3 or 4, give reasons .....

**I HANDLING OF COMPLAINTS**

I1.1 Have you ever lodged any complaint?      Yes 1      No 2

If Yes fill in I1.2-I1.3, otherwise go to J

How did you find the

Very Good	Good	Poor	Very Poor	Don't Know
-----------	------	------	-----------	------------

I1.2 Ease of lodging complaints about customer service	1	2	3	4	5
I1.3 Speed with which complaints are dealt with	1	2	3	4	5

**J SUGGESTIONS FOR IMPROVEMENT**

What improvements would you suggest to Assay Office in order to increase customers' satisfaction with the services they provide?

J1.1 .....

J1.2 .....

J1.3 .....

**K INFORMATION**

How did you hear about us? *More than one answer possible*

K1.1 TV	1
K1.2 Radio	2
K1.3 Family/Friend	3
K1.4 Jewellers	4
K1.5 Fair	5
K1.6 Other, specify .....	6

To be completed by the Interviewer

Name of Interviewer: .....

Signature: .....

Name of Supervisor: .....