



LTA Customer Satisfaction Survey 2017

Introduction to our valued customers

Dear Customer,

The Land Transport Authority (LTA) wishes to offer the highest quality service to you, and needs your help so that we can assure your satisfaction and continuous improvement of our services.

Only you can tell us if the customer service you receive from LTA is up to your expectations, which is why we are asking our customers for their opinions. We would appreciate it very much if you would take a few minutes to complete this questionnaire about our services. It should take less than 5 minutes.

This survey is open from Monday 2nd until Saturday 14 October 2017

We have requested Maxumise (Fiji) to collate and analyse this survey for us so that your response remains strictly confidential. If you have any further queries regarding this survey please contact Salote on 3303137 or salote@maxumise.com.

Please begin by confirming your business relationship with FPTL and then move through the survey.

1. At which centre to you generally use our services?

- LTA HQ Valelevu
- Lami Office
- LTA Sports City
- Nausori
- Nakasi Office
- Lautoka
- Sigatoka Town
- Nadi
- Ba
- Tavua Office
- Rakiraki
- Bulileka
- Savusavu
- Seaqaqa
- Taveun

Other Centre/s: (please specify)

Customer Services

2. How satisfied were you with our services

	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied	N/A
How would you rate our response to your most recent request for assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you satisfied with the timeliness of our service delivery or problem resolution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate how easy it was to do business with LTA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How likely is it that you would recommend LTA to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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LTA would like to sincerely thank you for completing this survey.

The results will be collated and analysed by Maxumise and a report forwarded to LTA management.

All individual responses will remain confidential.