



KENPIPE SAVINGS AND CREDIT SOCIETY LTD

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FEEDBACK QUESTIONNAIRE

Dear member,

The management and staff of Kenpipe Sacco are appreciative of your membership with the Sacco to this point. We are pleased to be of service to you. Having patronized the services offered by the Sacco, we wish to collect some feedback from you pertaining to our operations and services and any other suggestion that you might have in order to serve you even better and **retain** you as our member for the longest time possible. The information given will be handled in **CONFIDENCE**. Please *tick and comment* as appropriate

A. GENERAL

1. How would you rate the following?

CUSTOMER SERVICE		Poor	Fair	Good	Very Good	Excellent
i.	Client reception					
ii.	Services offered					
iii.	Timely feed back					

B. PRODUCTS

What is your opinion concerning the products offered at the Sacco?

I. Credit products

II. Savings products

C. MEMEBERSHIP WITHDRAWAL(To be filled by a member withdrawing from the Sacco)

a) Do you wish to withdraw from the Sacco?

Yes ☐ No ☐

b) Kindly give your reason for withdrawal from the Sacco?

c) What suggestion(s) do you have that would otherwise reverse your decision in C (b) above?

D. COMPETITION ANALYSIS

1. Have you ever gotten a loan facility from any of the following sources?

Source of Loan/Credit Facilities		Yes	No
i.	Kenpipe SACCO		
ii.	Other SACCOs		
iii.	Commercial Banks		
iv.	Shy locks		
v.	Friends/Colleagues		

2. How would you rate your **satisfaction** from the loan/credit facility offered by the following?

Source of Loan/Credit Facilities		Not Satisfied	Slightly Satisfied	Satisfied	Very Satisfied	Extremely Satisfied
i.	Kenpipe SACCO					
ii.	Other SACCOs					
iii.	Commercial Banks					
iv.	Shy locks					
v.	Friends/Colleagues					

Please give other comments or suggestions (if any) in addition to the already provided information that you feel will be of benefit to the Sacco.

E. Personal Information

1. Years in SACCO: 0- 5 ☐ 6 -9 ☐ 10- 15 ☐ 16 & above ☐
2. Job Group: 1- 4 ☐ 5-9 ☐ 10 and below ☐ N/A ☐
3. Gender: Male ☐ Female ☐
4. Station: _____ Department: _____

The end, thanks you for your valuable time