



PERCEIVED QUALITY QUESTIONNAIRE

The purpose of this questionnaire is to measure the quality level of the service offered.

In accordance with the confidentiality of the contents, the answers will be treated anonymously.

Your answers will help us to improve what you think is most important for the realisation of our services.

Thank you for your suggestions, proposals, and for your cooperation.

NAME _____

SURNAME _____

MARK THE CHOSEN BOX BY PLACING AN X ON THE SCALE FROM 1 TO 5
(1 = MINIMUM VALUE; 5 = MAXIMUM VALUE)

1. How do you rate the competence of the labour market operators who supported you?

① ② ③ ④ ⑤

Notes

2. Were the methodology and tools used effective?

① ② ③ ④ ⑤

Notes

3. Were the activities planned with your needs in mind?

① ② ③ ④ ⑤

Notes

4. Was the administrative staff helpful and attentive to requests?

① ② ③ ④ ⑤

Notes

5. Were the spaces and premises used comfortable, functional and easy to find?

① ② ③ ④ ⑤

Notes

IN PARTICULAR, WHICH OF THE FOLLOWING ACTIVITIES DO YOU CONSIDER MOST SATISFACTORY?
(TICK THE BOX/BOXES CHOSEN, IF APPLICABLE)

- INITIAL WELCOME AND ACCESS TO THE LABOUR SERVICES SYSTEM
- INDIVIDUAL GUIDANCE ACTIVITIES
- GROUP GUIDANCE ACTIVITIES
- IDENTIFICATION OF THE PERSONAL PLAN
- ASSESSMENT OF COMPETENCES
- PROFESSIONAL TRAINING AND/OR TRAINING FOR PLACEMENT
- EXTERNAL SUPPORT SERVICES SUGGESTED (PSYCHOLOGICAL, CONSULTANCY, RECREATIONAL,...)
- SUPPORT FOR ACTIVE JOB SEARCH
- OTHER _____

Comments and suggestions

DATE

SIGNATURE