

6. 顧客アンケート集計結果

Totalized Table of
QUESTIONNAIRE TO CLIENTS OF CIDESI

A. Questions to those who have received the entrusted test service

Total number of Respondents.	58	Capital	<u>Indicate major range of capital fund</u>	Number of employee	<u>Indicate number range of employee</u> 13-2300
Products & method	STAMPING, AUTOMOTIVE PARTS, APPLIANCES, PRESURE VESSELS, PERSONAL CLEANING PROD. PROJECTS. <u>Indicate each number of respondents categorized in Products & method</u>				

1	Which service of CIDESI did you receive? <u>Total number of answers(84)</u> a. entrusted tests (<u>61 %</u>) b. extension service (<u>8 %</u>) c. training course (<u>17 %</u>) d. seminar(<u>8 %</u>) e. others (<u> % </u>) <u>Indicate representative examples of them</u> (_____)
2	How did you find out about the service offered by CIDESI? <u>Total number of answers(73)</u> a. documents published by CIDESI such as brochures and public relations magazines (<u>33 %</u>) b. the CIDESI Internet homepage (<u>1 %</u>) c. newspaper (<u>3 %</u>) d. word-of-mouth (<u>26 %</u>) e. others (<u>37 %</u>) <u>Indicate representative examples of them</u> (_____)
3	How easily can you access the information medium selected in question 2 above? <u>Total number of answers(54)</u> a. very easily (<u>43 %</u>) b. easily (<u>57 %</u>) c. with difficulty (<u> % </u>) d. with great difficulty (<u> % </u>)
4	How satisfactory to your needs was the technical level of the service? <u>Total number of answers(58)</u> a. very satisfactory (<u>60 %</u>) b. satisfactory (<u>38 %</u>) c. unsatisfactory (<u> % </u>) d. very unsatisfactory (<u>2 %</u>)
5	How appropriate was the fee? <u>Total number of answers(58)</u> a. very reasonable (<u>48%</u>) b. appropriate for my/our financial situation (<u>40 %</u>) c. expensive but affordable (<u>12 %</u>) d. too expensive and not affordable (<u> %</u>)
6	How long did it take to receive the final products of the service and are you satisfied with that period? <u>Total number of answers(58)</u>

7	Would you like to use this service again in the future? Total number of answers(58)	
a. I would definitely like to use it (<u>50 %</u>) b. I would like to use it (<u>48 %</u>) c. I would rather not use it (<u>2 %</u>) d. I would not like to use it (<u> %</u>)		
8	If you have used the same service before, do you think the quality has improved? Total number of answers()	
8-1 Technical level	a. greatly improved (<u>24 %</u>) b. improved (<u>69 %</u>) c. not improved (<u>7 %</u>) d. deteriorated (<u> %</u>)	
8-2 Fees	a. greatly improved (<u>6 %</u>) b. improved (<u>55 %</u>) c. not improved (<u>37 %</u>) d. deteriorated (<u>2 %</u>)	
8-3 Time to receive final products	a. greatly improved (<u>15 %</u>) b. improved (<u>70 %</u>) c. not improved (<u>15 %</u>) d. deteriorated (<u> %</u>)	
9	Requests or suggestions regarding the technical service received. Total number of answers()	
<u>Indicate representative examples of them</u>		

Thank you for your cooperation.

a. very short and satisfactory (16 %) b. short and satisfactory (74 %) c. late and unsatisfactory (7 %) d. very late and it affected my operations (2 %)

Totalized Table of
QUESTIONNAIRE TO CLIENTS OF CIDESI

B. Questions to those who have received the extension service

Total number of Respondents.	22	Capital	<i>Indicate major range of capital fund</i>	Number of employee	<i>Indicate number range of employee</i> 24-500
Products & method	STAMPING, METAL FORMING, FORGING, FROZEN FOOD, AUTOMOTIVE PARTS <i>Indicate each number of respondents categorized in Products & method.</i> Troquelados, Maquilados, estampados y forjas automotrices, estructuras y recipientes a presión, congelados (vegetales)				

1	Which service of CIDESI did you receive? Total number of answers(35) a. entrusted tests (17.5%) b. extension service (51 %) c. training course (11 %) d. seminar (7.5%) e. others (3% PROYECTO JICA)
2	How did you find out about the service offered by CIDESI? Total number of answers(20) a. documents published by CIDESI such as brochures and public relations magazines (40 %) b. the CIDESI Internet homepage (0 %) c. newspaper (0 %) d. word-of-mouth (10 %) e. others (50 %) Indicate representative examples of them (Sales people, JICA PROJECT, ENGINEERS)
3	How easily can you access the information medium selected in question 2 above? Total number of answers(20) a. very easily (10 %) b. easily (55 %) c. with difficulty (35 %) d. with great difficulty (0 %)
4	How satisfactory to your needs was the content of technical instruction? Total number of answers(21) a. very satisfactory (24 %) b. satisfactory (76 %) c. unsatisfactory (0 %) d. very unsatisfactory (0 %)
5	How satisfactory to your needs was the technical level of instruction? Total number of answers(21) a. very satisfactory (57%) b. satisfactory (43 %) c. unsatisfactory (0 %) d. very unsatisfactory (0 %)
6	How do you rate the instruction technique of the instructors? Total number of answers(20) a. excellent (50%) b. good (40%) c. average (10 %) d. not so good (___ %) e. bad (___ %)

7	How appropriate was the fee? Total number of answers(22)
	a. very reasonable (23 %) b. appropriate for my/our financial situation (59 %) c. expensive but affordable (18 %) d. too expensive and not affordable (0 %)

8	How appropriate was the turn period of instruction? Total number of answers(21)
	a. very appropriate (28 %) b. appropriate (62 %) c. not frequent enough (9.5 %) d. much too infrequent (0 %)

9	Do you still make use of the skills acquired from the extension service? Total number of answers(21)
	a. They have become important skills for my business. (38%) b. They are useful for my business. (62 %) c. They are not useful. (0 %) d. I do not use them at all. (0 %)

10	To what extent has application of skills acquired contributed to increase your company profits? Total number of answers(21)
	a. great contribution (14 %) b. contribution (62 %) c. little contribution (24 %) d. no contribution (0%)

11	If you answered c. or d. for question 10, what has this been due to? Total number of answers(6)
	a. external factors unrelated to the technical service received (83 %) b. problems related to the technical service I received (17%)

12	Would you like to use this service again in the future? Total number of answers(22)
	a. I would definitely like to use it (64 %) b. I would like to use it (36 %) c. I would rather not use it (0 %) d. I would not like to use it (0 %)

13	If you have used the same service before, do you think the quality has improved? Total number of answers(16)	
	13-1 Technical level	a. greatly improved (6.25%) b. improved (81 %) c. not improved (12.5%) d. deteriorated (0 %)
	13-2 Fees	a. greatly improved (0 %) b. improved (50 %) c. not improved (50 %) d. deteriorated (0 %)
	13-3 Time to receive final products	a. greatly improved (6 %) b. improved (50 %) c. not improved (44 %) d. deteriorated (0 %)

14	<p>What changes have you observed at your job site since receiving the technical service? Total number of answers(46)</p> <p>a. No change. (4.2 %)</p> <p>b. Acquired skills were transferred to colleagues or subordinates. (15.2%)</p> <p>c. The company hired new employees/I was hired by a company. (2.2%)</p> <p>d. The company created new posts/I was appointed to a new post. (4.3 %)</p> <p>e. Product quality has improved due to improved knowledge and skills. (22 %)</p> <p>f. Working hours are shorter due to improved knowledge and skills. (13 %)</p> <p>g. The yield rate has improved due to better knowledge and skills. (4.3%)</p> <p>h. Staffs have begun to make more proposals to managers. (6.5 %)</p> <p>i. New equipment has been introduced. (2.2%)</p> <p>j. Methods of production have changed. (3.7 %)</p> <p>k. Production of new products has begun. (4.4 %)</p> <p>l. The introduction of new equipment is under serious consideration. (6.5%)</p> <p>m. Company profits have increased. (6.5 %)</p> <p>n. Others (%)</p>
15	<p>Requests or suggestions regarding the technical service received. Total number of answers()</p> <p><u>Indicate representative examples of them</u></p>

Thank you for your cooperation.

Totalized Table of
QUESTIONNAIRE TO CLIENTS OF CIDESI

C. Questions to those who have received the training course or the seminar

Total number of Respondents	56	Capital	<u>Indicate major range of capital fund</u>	Number of employee	<u>Indicate number range of employee</u> 13-700
Products & method	UNIVERSITY, TECHNICAL INSTITUTE, AUTOMOTIVE PARTS, STAMPING. <u>Indicate each number of respondents categorized in Products & method.</u>				

1	Which service of CIDESI did you receive? Total number of answers(72) a. entrusted tests (23.6%) b. extension service (5.5%) c. training course (6.4%) d. seminar (42 %) e. others (2.8%) Indicate representative examples of them (_____)
2	How did you find out about the service offered by CIDESI? Total number of answers(55) a. documents published by CIDESI such as brochures and public relations magazines (40 %) b. the CIDESI Internet homepage (13 %) c. newspaper (5.4%) d. word-of-mouth (31 %) e. others (10.9%) Indicate representative examples of them (_____)
3	How easily can you access the information medium selected in question 2 above? Total number of answers(53) a. very easily (30.2%) b. easily (68 %) c. with difficulty (2 %) d. with great difficulty (0 %)
4	How satisfactory to your needs was the content of technical instruction of the training/seminar? Total number of answers(56) a. very satisfactory (43 %) b. satisfactory (57 %) c. unsatisfactory (0 %) d. very unsatisfactory (0 %)
5	How satisfactory to your needs was the technical level of the training/seminar? Total number of answers(54) a. very satisfactory (54 %) b. satisfactory (42.2%) c. unsatisfactory (0 %) d. very unsatisfactory (3.4%)
6	How do you rate the instruction technique of the instructors? Total number of answers(55)

	a. excellent (67.3%) b. good (31%) c. average (0%) d. not so good (0%) e. bad (0%)
7	How do you rate the curriculum of the training/seminar? Total number of answers(57)
	a. excellent (49 %) b. good (47.4%) c. average (3.5 %) d. not so good (0 %) e. bad (0 %)
8	How do you rate the quality of the equipment used for instruction? Total number of answers(54)
	a. excellent (6.3%) b. good (52%) c. average (1.9%) d. not so good (0 %) e. bad (0 %)

9	How appropriate was the fee? Total number of answers(46)	
	a. very reasonable (58 %) b. appropriate for my/our financial situation (32.3%) c. expensive but affordable (8.3%) d. too expensive and not affordable (0 %)	
10	Do you still make use of the skills acquired from the training/seminar? Total number of answers(48)	
	a. They have become important skills for my business. (33 %)	
	b. They are useful for my business. (63 %)	
	c. They are not useful. (0 %)	
	d. I do not use them at all. (4 %)	
11	To what extent has application of skills acquired contributed to increase your company profits? Total number of answers(45)	
	a. great contribution (13.3%) b. contribution (66.7%) c. little contribution (11.1%) d. no contribution (8.8%)	
12	If you answered c. or d. for question 11, what has this been due to? Total number of answers(15)	
	a. external factors unrelated to the technical service received (47 %)	
	b. problems related to the technical service I received (53 %)	
13	Would you like to use this service again in the future? Total number of answers(50)	
	a. I would definitely like to use it (56 %) b. I would like to use it (44 %) c. I would rather not use it (0 %) d. I would not like to use it (0 %)	
14	If you have used the same service before, do you think the quality has improved? Total number of answers(36)	
	14-1 Technical level	a. greatly improved (24.2%) b. improved (72.7%) c. not improved (3.3%) d. deteriorated (0%)
	14-2 Fees	a. greatly improved (33.3%) b. improved (48 %) c. not improved (18.3%) d. deteriorated (0 %)
	14-3 Time to receive final products	a. greatly improved (29 %) b. (58 %) c. not improved (12.5%) d. deteriorated (0 %)

15	<p>What changes have you observed at your job site since receiving the training/seminar? Total number of answers(37)</p> <p>a. No change. (0 %)</p> <p>b. Acquired skills were transferred to colleagues or subordinates. (35.7%)</p> <p>c. The company hired new employees/I was hired by a company. (24.7%)</p> <p>d. The company created new posts/I was appointed to a new post. (0 %)</p> <p>e. Product quality has improved due to improved knowledge and skills. (16. %)</p> <p>f. Working hours are shorter due to improved knowledge and skills. (0 %)</p> <p>g. The yield rate has improved due to better knowledge and skills. (2.7 %)</p> <p>h. Staffs have begun to make more proposals to managers. (0 %)</p> <p>i. New equipment has been introduced. (0. %)</p> <p>j. Methods of production have changed. (5.24%)</p> <p>k. Production of new products has begun. (0 %)</p> <p>l. The introduction of new equipment is under serious consideration. (8.1%)</p> <p>m. Company profits have increased. (5.4%)</p> <p>n. Others (5.4 %)</p>
16	<p>Requests or suggestions regarding the technical service received. Total number of answers()</p> <p><u>Indicate representative examples of them</u></p>

Thank you for your cooperation.

