

SERVQUAL Sample Questions

Domain	Statement
Reliability The ability to perform the promised service dependably and accurately.	1. When excellent social service agencies promise to do something by a certain time, they do.
	2. When a client has a problem, excellent social service agencies will show a sincere interest in solving it.
	3. Excellent social service agencies will perform the service right the first time.
	4. Excellent social service agencies will provide the service at the time they promise to do so.
	5. Excellent social service agencies will insist on error free records.
Responsiveness Willingness to help customers and provide prompt service.	6. Employees of excellent social service agencies will tell clients exactly when services will be performed.
	7. Employees of excellent social service agencies will give prompt service to (clients, staff, stakeholders).
	8. Employees of excellent social service agencies will always be willing to help clients.
	9. Employees of excellent social service agencies will never be too busy to respond to clients' requests.
Assurance Knowledge and courtesy of employees and their ability to inspire trust and confidence.	10. The behavior of employees in excellent social service agencies will instill confidence in clients.
	11. Clients of excellent social service agencies will feel safe in transactions.
	12. Employees of excellent social service agencies will be consistently courteous with clients.
	13. Employees of excellent social service agencies will have the knowledge to answer clients' questions.

Domain	Statement
Empathy Caring, individualized attention provided to clients.	14. Excellent social service agencies will give clients individual attention.
	15. Excellent social service agencies will have operating hours convenient to all their clients.
	16. Excellent social service agencies will have employees who give clients personal service.
	17. Excellent social service agencies will have their clients' best interest at heart.
	18. The employees of excellent social service agencies will understand the specific needs of their clients.
Tangibles Appearance of physical facilities, equipment, personnel, communication materials	19. Excellent social service companies will have modern looking equipment.
	20. The physical facilities at excellent social service agencies will be visually appealing.
	21. Employees at excellent social service agencies will be neat in their appearance.
	22. Materials associated with the service (pamphlets or statements) will be visually appealing at an excellent agency.