



**COUNCIL OF LEGAL EDUCATION**  
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## CLIENT QUESTIONNAIRE

Thank you for participating in this survey. The aim of this survey is to enable the Council of Legal Education improve service delivery to all clients in a transparent, accountable and verifiable manner as consistent with our core values.

The data collected in this questionnaire is anonymous and will not be used to identify you. The Council of Legal Education will treat this information confidentially and data obtained will be only used for purposes of developing a corruption perception index and improve service delivery.

### A. CLIENT BIODATA

1. Date

2. Gender (if applicable)

- Male
- Female

3. Age Bracket (if applicable)

- Below 35 years
- 35 years and above

4. EDUCATION LEVEL (tick all applicable)

- None
- Primary School
- Secondary School
- College/ Technical/ Vocational
- University (undergraduate)
- University (Post-graduate)

5. (a) Client Type

- Candidate
- Supplier
- Employee (CLE Staff)
- Legal Education Provider
- Services provider
- Applicant (Recognition & Approval Service)
- Other (specify)

5. (b) If a service Provider, please select the type of service provided from the following

- Bar Examination Setter
- Bar Examination Invigilator
- Bar Examination Marker
- Bar Examination Quality Assurance
- Bar Examination Moderator
- Peer Reviewer
- Other (please specify)

6. (a) How many times have you interacted with this Institution?

- 1- 3 times
- 4 - 6 times
- More than 7 times
- n/a (Staff)

6. (b) Through which mode did you interact with this Institution?

- Telephone
- Email
- Office visit
- n/a (staff)

**B. SERVICE**

7. Which Department(s)/ Section(s)/ Office(s) did you seek service? (*tick as many as applicable*)

- Office of the Chief Executive Officer (CEO)
- Quality Assurance, Compliance & Licensing Department
- Examinations Department
- Finance/Accounts Department
- Procurement Section
- ICT Section
- Human Resource Section
- Reception
- Internal Audit

8. How satisfied were you with the service?

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Customer service					
Time spent to obtain service					

9. How would you rate our customer service representatives on the following aspects:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Courtesy/ politeness					
Promptness					
Attentiveness					
Responsiveness					
Knowledgeability					
Professionalism					

Provide additional comments, suggestions, feedback (if any) in support of your response to question 9 above

10. How do you prefer to receive information about our services?

Mail correspondence

Email

Telephone

Website

Other (specify)

n/a (staff)

### C. ETHICS IN SERVICE DELIVERY

11. Have you encountered any form(s) or practice(s) of corruption or unethical behaviour in the course of seeking any service(s) at the department you identified in question 7 above?

Yes

No

12. If yes, which of the following form(s) or practice(s) of corruption or unethical behaviour did you encounter in the course of seeking services at the department you identified in question 7 above? (tick as applicable)

Abuse of office

Bribery demand

Favouritism

Extortion

Tribalism/ nepotism

Misuse or misappropriation of government resources

Un-procedural tendering

None, I have not encountered any of form or practice of corruption at this Institution

Other (specify)

Provide additional comments or feedback (if any) in support of your response to question 12 above

13(a). At the office where you sought service, did you give a bribe/ unofficial payment, gift or favour in order to get the service?

Yes

No

13(b). If yes in question 13(a), how many times did you give a bribe?

13(c). If you gave money or a gift, how much or what kind of gift?

13(d). What made you give the bribe/ gift?

14(a). Was pressure exerted on you by public officers of the department identified in question 7 to engage in corruption? (tick as appropriate)

13(e). Who initiated the bribe? (tick as appropriate)

- A service provider indicated or asked for a payment
- The person offered a payment on his/her own accord
- It was known beforehand how to pay and how much to pay
- Do not know

- Alot of pressure
- Fair amount of pressure
- A little pressure
- No pressure at all

14(b). In your assessment, how widespread is corruption in the department in 14(a)?

15. How would you rate the level of corruption in this institution? (tick as appropriate)

16. When rating the level of corruption in this institution, what do you base your assessment on? (tick all applicable)

- Almost all officials are involved in it
- Most officials are involved in it
- Only a few officials are involved in it
- Hardly any officials are involved in it
- Don't know/ not applicable/ I did not experience any form or practice of corruption

- Very high
- High
- Moderate
- Low
- Don't know
- None. I have not experienced any of form or practice of corruption at this Institution

- Personal experience
- Discussions with relatives & friends
- Information from the institution
- Information from the media
- Information from the Ethics & Anti Corruption Commission
- Information from politicians
- Other (specify)

17. What would you do if you experience delays while waiting for the services in this institution? (tick as appropriate)

- Patiently wait until I get the service
- Offer a bribe or gift to the officer
- Use influential people to help you
- Lodge a complaint to top management
- Report to the Ethics and Anti-Corruption Commission or the Commission for Administration of Justice
- Do nothing, give up
- Other (specify)

Any other comments, feedback or suggestions?