

KENYA PLANT HEALTH INSPECTORATE SERVICE



INTERNAL MEMO

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Date: 14th January 2025

To: Managing Director *Good work. implement recommendations. [Signature]*
Through: Director – Corporate Services Forwarded *[Signature]* 16/01/2025 17/1/25
From Deputy Director Corporate Communication *[Signature]*

SUBJECT: CUSTOMER SATISFACTION SURVEY Q2 REPORT – OCTOBER TO DECEMBER 2024

Please find attached the quarterly customer satisfaction survey summary report for Q2 2024 (October to December 2024)

Kellen Karuti

Deputy Director Corporate Communications



Kenya Plant Health Inspectorate
Service

Customer Satisfaction Report
October to December 2024

Corporate Communications
Department
KEPHIS Headquarters, Nairobi

INTRODUCTION

Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Every aspect of customer interaction provides an opportunity to create more value for the customer.

As such, KEPHIS strives to understand the current and future needs of customers and other interested parties through obtaining customer feedback by administering Customer satisfaction surveys forms to clients after delivery of services and analyses the feedback on a quarterly basis. The result of analysis is as detailed below:

CUSTOMER SATISFACTION REPORT: OCTOBER TO DECEMBER 2024

CENTRE	Appearance & neatness of Work environment	Courtesy of staff	Expertise of staff on subject matter	Time spent waiting for service	Average Score	%
HQTS RECEPTION	4.9	4.6	4.3	4.4	4.6	92
HQTS CAFETERIA	4.5	4.4	4.5	3.9	4.3	87
ICT HEADQUARTERS	4.4	4.4	4.8	3.4	4.3	86
OFFICE: REGISTRY - HQTS	5	4.8	5	4.7	4.9	98
SEED CERTIFICATION	3.6	5	4.9	4.1	4.4	88
PVP	5	5	5	5	5	100
PQBS	4.8	4.9	4.7	4.9	4.8	96
TRANSPORT	5.0	5.0	5.0	5.0	5.0	100
MOMBASA	4.2	4.5	4.6	4.1	4.4	87

Contents

INTERNAL MEMO	1
INTRODUCTION	4
CUSTOMER SATISFACTION REPORT: OCTOBER TO DECEMBER 2024	4
RECOMMENDATIONS FOR IMPROVEMENT	5
CUSTOMER SATISFACTION REPORT GRAPHICAL ANALYSIS	10
POSITIVE COMMENTS	11
CONCLUSION	11

KISUMU	4.31	4.62	4.65	4.76	4.58	92
NAIVASHA	4.7	4.6	4.7	4.1	4.5	90
JKIA	4.0	4.4	4.6	4.2	4.3	86
EMBU	4.7	4.8	4.6	4.5	4.7	94
NAKURU	4.3	4.3	4.3	4.0	4.2	84
KITALE	4.8	4.6	4.6	4.4	4.6	92
IEBC	4.6	4.7	4.8	4.3	4.6	92
Institutional Score						92%

Key: Excellent-4.0-5.0 Very Good-3.0-3.99 Good-2.0-2.99, Poor-1.0-1.99

RECOMMENDATIONS FOR IMPROVEMENT

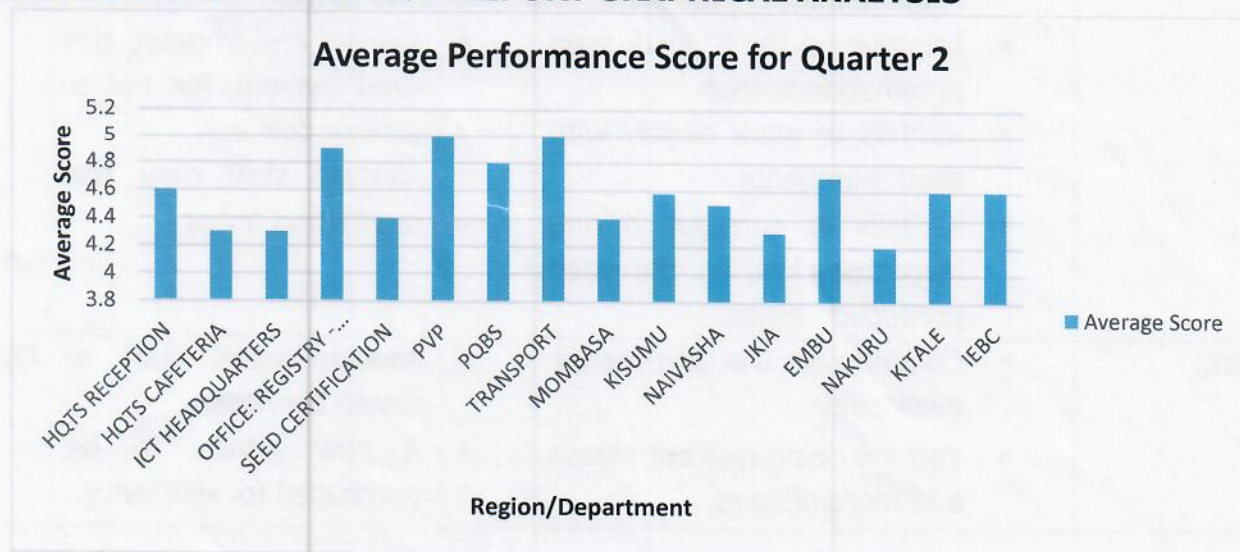
The following Recommendations for improvement were raised by customers.

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
HQTs Reception	- Improve on online services (Pip & Seed importation) - Improve on payment of suppliers - Always ensure every office has a staff, incase others are away. - Improve on signage at the junction (Not Visible) - More information on products for china Export - Improve on time spent waiting for services - Upgrade TV at the Reception	- Improve on communication on how to use the system. - Reduce timeliness for payment. - Ensure all the offices are manned at all times. - Increase the signage at the junction. - IEBC to provide sufficient info. - Strict adherence to service charter timeliness - Invest in a smart TV for the reception to be playing KEPHIS videos.	DDCC/D DICT DDFA All DDs DDCC IEBC All DDs

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
KISUMU	▪ One staff to be on standby to help on Phytosanitary services.	▪ Office to allocate an officer and a reliever.	DD-Kisumu
JKIA	• Improve service time. • Improve on time spent waiting for certificates.	JKIA Staff to adjust on time spent waiting for timely service delivery.	DD-ICT DD-JKIA
KITALE	▪ Need for more sensitization on KEPHIS online services ▪ Regular breakdown of printers at Eldoret delaying services ▪ Reduce inspection fees	▪ Sensitize stakeholder on online services. ▪ Purchase new printers for the service ▪ Sensitize on the need for increase of fees.	DD-KTL DDICT DCS
NAIVASHA	▪ Quarterly and more time on farm training/capacity building to be conducted on pest identification and management. ▪ KEPHIS to work closely with exporters to better understand FCM and other moths and share any new mechanism to curb the spread of quarantine pests. ▪ Introduce booklets as part of the training materials for future reference. ▪ Consider issuing certificates to participate for trainings conducted.	▪ Carry out quarterly trainings & capacity building activities to stakeholders. ▪ KEPHIS to Collaborate with the exporters for better understanding. ▪ Design and print relevant materials for training. ▪ Issue certificate to relevant trainings.	DD-Naivasha
TRANSPORT	▪ Procure more vehicles ▪ Repair leaking bus KBR 558U	▪ More vehicles to be purchased.	DCS H-Transport

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
	- Waiting for too long due to printer issues, kindly get a new printer. - Improve on the system speed, include contact of other KEPHIS regional offices in the KEPHIS website for easier access.	improve the seed system for better service delivery.	
CAFETERIA	- Slow payment recordings - porridge to be provided - Meals are served on time - Food portions - Reduce cooking oil in dishes - Reduce on spices - Increase service points - Balance salt in the meals	- Improve on Service Efficiency and faster payment recording - Maintain meal quality and consider customer preference.	

CUSTOMER SATISFACTION REPORT GRAPHICAL ANALYSIS



CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
EMBU	▪ Clients at Timau office stated the office space is so limited. ▪ Clients at Timau office states that the seed system should be improved to avoid seed class downgrading. ▪ Clients at Timau office requested for more regular sensitization trainings on pests.	▪ New larger Office space to be provided. ▪ Review and improve seed system for better service delivery. ▪ Carry out regular trainings & capacity building activities.	DD-Embu DPBS
PQBS	▪ Provide amenities (toilets, stairs to cafeteria, ramps) for PWDS. ▪ The lab building needs repainting ▪ Get a permanent solution to washroom basin stains	▪ Provide stated amenities ▪ Re-paint the building ▪ Replace with new washroom basins.	DD-PQBS
NAKURU	▪ Request for more trainings on Management of MLND ▪ Improve on the KEPHIS seed automation system ▪ KEPHIS to work closely with seed merchants ▪ KEPHIS to consider having inspector close to the seed production areas.	▪ Undertake more trainings on MLND. ▪ Review and improve the seed system for better service delivery. ▪ Allocate staff near the production areas	DD-NAKURU
IEBC	▪ Continue on the information availability ▪ You are doing well but please add more officers	▪ Allocate more staff to fasten services. ▪ A new printer to be purchased for efficiency.	DD-IEBC

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
	verification station/area CFS to save time & movements. • Very short notice. We were to be given enough grace period. • Allow consultation through our body (KSAA) on this inspection charges for vessels, also please inform how inspection of car carriers will be done. • Area of container cleaning charges, we need to understand more on imports, exports & empties. • Reduce fees. • Need further clarifications specially on vessel boarding & time taken of boarding. • Reduce the tariff for better business Relations. • We need KEPHIS to be mapped on UCR. We need to come collect KEPHIS, do a manual CD for approval.		

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
MOMBASA	• Officers offer services very nice but your system seems to challenge them a little bit. An officer at the Mombasa office to style up and understand client. • Upgrade your system for efficiency. • To have at least one more laptop/desktop for printing permit. This may reduce time waiting/ spent for the clients. • Every forum should have a certificate at the end of the days after the forum has been performed. • It is the responsibility of your staff to make sure that clients get documents like Phyto and not sending clients to inspector. • Minimize the inspection fees for bulk vessels • Charges suggested should not apply and will affect our business environment /Mombasa will be an expensive port. • I would suggest the releasing officers to be at the	• Systems to be upgraded • Staff to be trained on Customer care • A computer/laptop to be purchased for. • Certificates to be issued after trainings where applicable. • More sensitization on new charges to be done. • Stakeholders to be trained on vessel boarding • Phyto department to action on UCR.	DD-Mombasa DD-HC

Performance across all stations and departments for the period indicated above average score with improvements noted in various stations.

POSITIVE COMMENTS

- ❖ Excellent services
- ❖ Cafeteria has best catering services
- ❖ Good reception and customer service
- ❖ Excellent service and professionalism in handling issues.
- ❖ Good customer relations between KEPHIS and Stakeholders in terms of timeline of service.
- ❖ Highly professional staff
- ❖ Highly skilled and trained personnel
- ❖ Clean and good nice environment
- ❖ Majority of the clients complimented KEPHIS for good work
- ❖ Quality assistance and helpful services.
- ❖ There is improvement in the IEICS system than the previous periods.
- ❖ Well trained staff
- ❖ Good Job, well organized
- ❖ Well served
- ❖ Served on time
- ❖ Well trained on IEICS
- ❖ Documents well received
- ❖ Small scale traders served on time
- ❖ Good working environment
- ❖ Good explanation from officers, good reception
- ❖ The service was satisfactory.
- ❖ Delicious meals
- ❖ Good customer service

CONCLUSION

Most of the issues raised are on the Staff Customer Care trainings, Stakeholder trainings, System upgrade, shortage of staff and Faulty printers. Therefore, for better service delivery, additional resources would be considered in the next planning phase.

Prepared by Stella N. Katua Sign [Signature] Date...14/01/2025

Approved by Kellen Karuti Sign [Signature] Date...14/01/2025