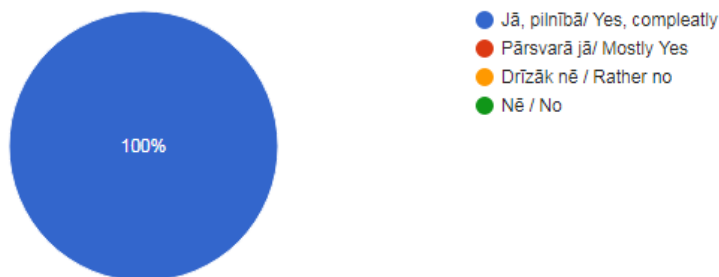


KUĢU ĪPAŠNIEKU APTAUJA /QUESTIONNAIRE FOR SHIPOWNERS

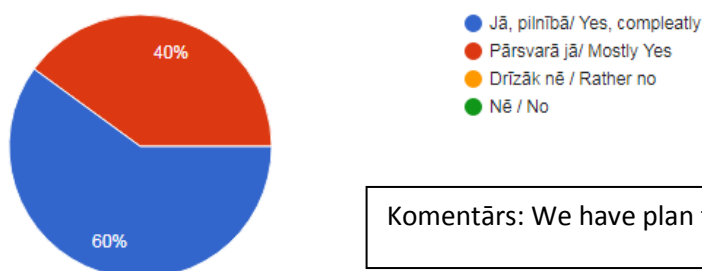
Kuģu īpašnieku aptauja tika organizēta 16.-27.04.2020, izmantojot Google Forms.
Tika saņemtas 5 atbildes no 11 izūtītām anketām.

1. Sadarbība /Collaboration

Vai sadarbība ar Jūras administrāciju Jums ir bijusi veiksmīga? / Was collaboration with Maritime administration successful?



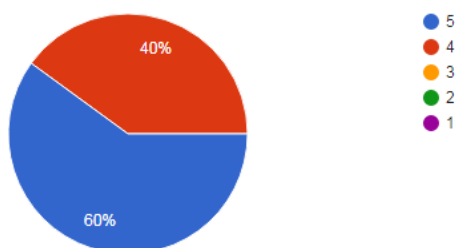
Vai Jūs ieteiktu Jūras administrācijas pakalpojumus citiem? /Would You recommend Latvian Maritime administration services to Your partners ?



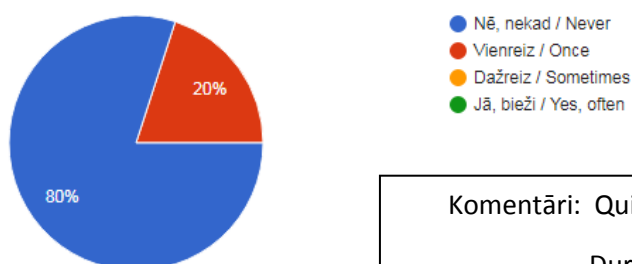
Komentārs: We have plan to expand collaboration

2. Pakalpojumi / Services

Cik apmierināts Jūs esat ar mūsu pakalpojumiem? / How satisfied are You with our services?



Vai Jums ir bijušas problēmas, saņemot mūsu pakalpojumus? / Did You experience any problems with our services ?

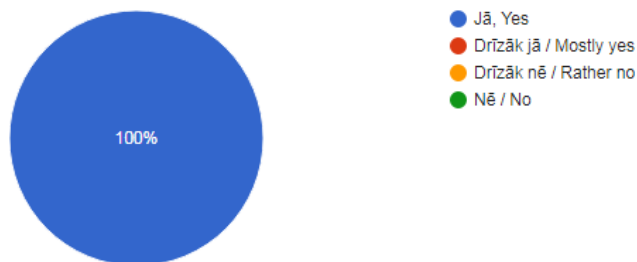


Komentāri: Quite satisfied with provided services

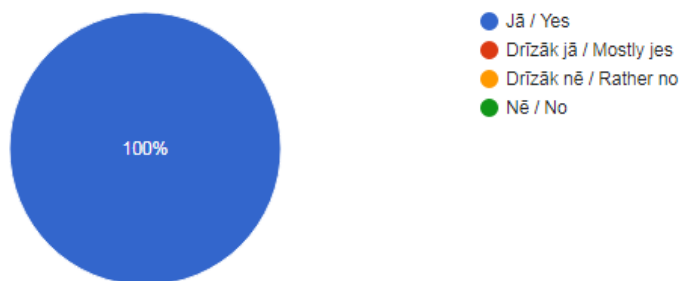
During registration work together with the radio station license authority sometimes not so easy

3. Darbinieki/ Officials of Maritime Administration

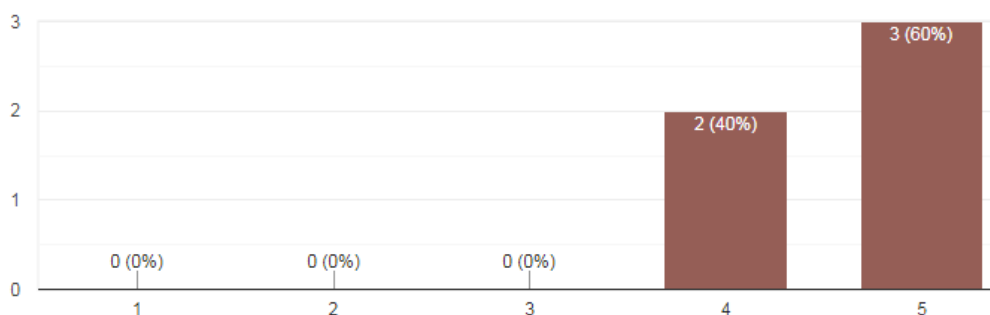
Vai pēc Jūsu domām mūsu darbinieki darba pienākumus veic atbildīgi un rūpīgi? In your opinion, do our officials carry out their duties responsibly and carefully?



Vai pēc Jūsu domām mūsu darbinieku pieņemtie lēmumi ir objektīvi? In your opinion, are decisions taken by our officials impartial?

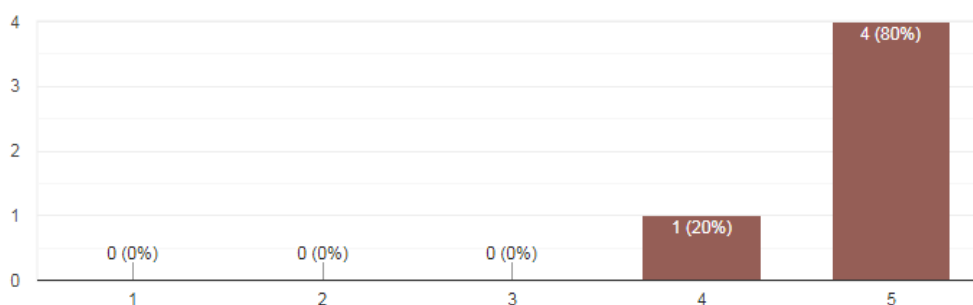


Kā Jūs novērtētu darbinieku kompetenci un spēju palīdzēt Jūs interesējošā jautājumā? How would you evaluate competence of officials and ability to assist in important issues/ cases?



Kā Jūs novērtētu darbinieku attieksmi pret Jums? How would you evaluate attitude of officials towards you?

5 responses



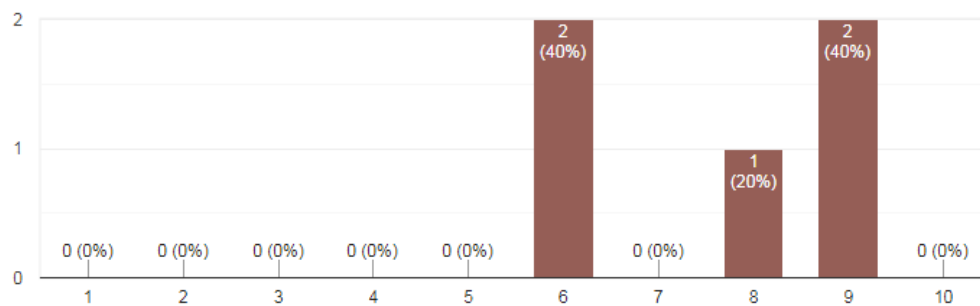
4. Darbinieki un korupcija / Officials and corruption

Vai Jūs personīgi 2019.gada laikā esat saskārušies/ novērojuši JA darbinieku prettiesiskas koruptīva rakstura darbības? Have you encountered any illegal corruptive actions from officials?

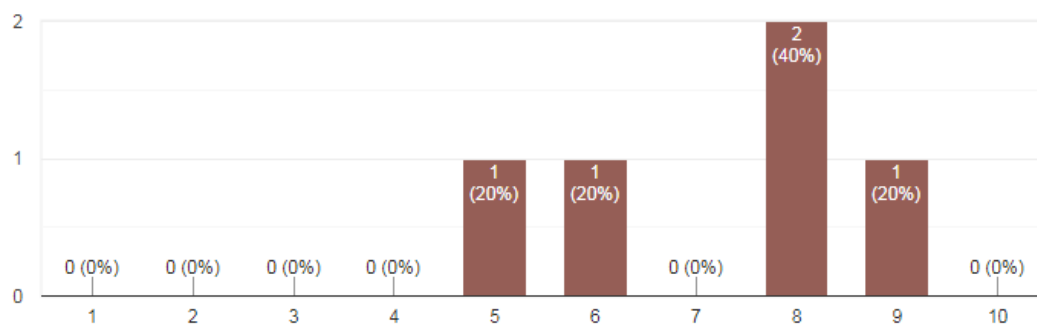


5. Tīmekļa vietne / Home page

Vai Jūs kopumā apmierina mūsu tīmekļa vietne? Overall, how well our home page meet Your expectations and needs ?



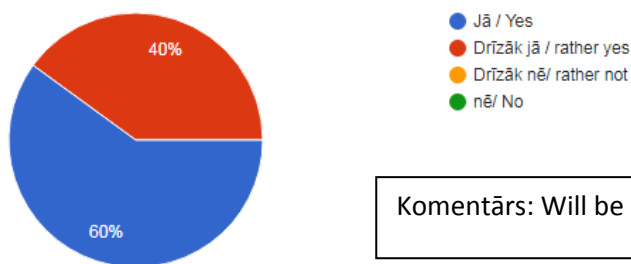
Cik viegli Jūs atradāt sev nepieciešamo informāciju tīmekļa vietnē? How easy to find what You were looking for on our home page?



Komentārs: Some of the legislation links do not work

6. Elektroniskie sertifikāti / Electronic certificates

Vai Jums būtu interese saņemt Jūras administrācijas izsniegtos sertifikātus elektroniski?
Would You be interested to receive electronic certificates, issued by Latvian Maritime administration ?



Komentārs: Will be helpful

7. Ieteikumi pilnveidei / Suggestions for improvement

Kas pēc Jūsu domām Jūras administrācijai būtu jāuzlabo sadarbībā ar klientiem? / In your opinion, what should be improved in MAL's cooperation with the customers?

Komentāri: So far all is good

In general we are happy with the cooperation