SurveyNinja

Likert scale survey

6 questions. About 3 min to answer.

Agreement

1. How much do you agree with each statement? Required

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
[Company] keeps its promises	○	○	○	○	○
It is easy to get help when I need it	○	○	○	○	○
The staff understand what I need	○	○	○	○	○
I get good value for what I pay	○	○	○	○	○
I trust [Company] with my data	○	○	○	○	○
I would choose [Company] again	○	○	○	○	○

Satisfaction

2. Overall, how satisfied are you with [Company]? Required

Choose one answer.

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neutral
- ○ Satisfied
- ○ Very satisfied

Importance

3. How important is each of these when you choose a company like [Company]? Required

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Price	○	○	○	○	○
Quality	○	○	○	○	○
Speed	○	○	○	○	○
Support	○	○	○	○	○

Frequency

4. How often do you use [Company]'s products or services? Required

Choose one answer.

- ○ Never
- ○ Rarely
- ○ Sometimes
- ○ Often
- ○ Always

Likelihood

5. How likely are you to keep using [Company] next year? Required

Choose one answer.

- ○ Very unlikely
- ○ Unlikely
- ○ Not sure
- ○ Likely
- ○ Very likely

In their own words

6. What is the main reason for your answers?

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/likert-scale-survey

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