



HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen    ☐ Business    ☐ Government (Employee or another agency)

Date: \_\_\_\_\_ Sex: ☐ Male    ☐ Female    Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: Media Coverage

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen’s Charter (CC) questions. The Citizen’s Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others

- CC1

Which of the following best describes your awareness of a CC?

☐ 1. I know what a CC is and I saw this office’s CC.

☐ 2. I know what a CC is but I did NOT see this office’s CC.

☐ 3. I learned of the CC only when I saw this office’s CC.

☐ 4. I do not know what a CC is and I did not see one in this office. (Answer ‘N/A’ on CC2 and CC3)
- CC2

If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

☐ 1. Easy to see

☐ 2. Somewhat easy to see

☐ 3. Difficult to see

☐ 4. Not visible at all

☐ 5. N/A






CC3

If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much

☐ 2. Somewhat helped

☐ 3. Did not help

☐ 4. N/A
- INSTRUCTIONS:
- For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.
- |   | N/A<br><small>Not<br/>Applicable</small> | <br>Strongly<br>Agree | <br>Agree | <br>Neither Agree<br>nor Disagree | <br>Disagree | <br>Strongly<br>Disagree |
|---|--|--|---|--|---|---|
| <b>SQD0.</b> I am satisfied with the service that I availed.  |  |  |   |  |   |   |
| <b>SQD1.</b> I spent a reasonable amount of time for my transaction.  |  |  |   |  |   |   |
| <b>SQD2.</b> The office followed the transaction’s requirements and steps based on the information provided.                    |  |  |   |  |   |   |
| <b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.                              |  |  |   |  |   |   |
| <b>SQD4.</b> I easily found information about my transaction from the office or its website.                                    |  |  |   |  |   |   |
| <b>SQD5.</b> I paid a reasonable amount of fees for my transaction.   |  |  |   |  |   |   |
| <b>SQD6.</b> I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.                     |  |  |   |  |   |   |
| <b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.                             |  |  |   |  |   |   |
| <b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. |  |  |   |  |   |   |
- Suggestions on how we can further improve our services (optional):
- 
- Email address (optional): \_\_\_\_\_
- THANK YOU!