



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: Free-of-Charge

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 Not Applicable	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction’s requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. 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!