



**MINDANAO STATE UNIVERSITY
ILIGAN INSTITUTE OF TECHNOLOGY**

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**CLIENT SATISFACTION MEASUREMENT
Survey Questionnaire**

This Client Satisfaction Measurement Survey (CSMS) tracks the customer experience of government offices. Your feedback on your **recently concluded transaction** will help this office provide a better service. Rest assured that the personal information shared will be kept with utmost confidentiality.

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

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

Office where the service was availed: _____






Personnel you transacted with: _____

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 ☐ 4. Not visible at all
- ☐ 2. Somewhat easy to see ☐ 5. N/A
- ☐ 3. Difficult to see
- 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 ☐ 3. Did not help
- ☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

For SQD 0-9, please put a check mark (✓) on the column that best corresponds to your answer.

Service Quality Dimension Indicators						N/A
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
SQD0 (This is the client's overall experience with the service availed in the office.)						



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I am satisfied with the service that I availed.						
SQD1. Responsiveness (Is the willingness to help, assist, and provide prompt service to citizens/clients.)						
I spent a reasonable amount of time for my transaction.						
Service Quality Dimension Indicators						N/A Not Applicable
SQD2. Reliability (Is the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.)						
The office followed the transaction's requirements and steps based on the information provided.						
SQD3. Access and Facilities (Is the convenience of the location, ample amenities for comfortable transactions, use of clear signages and modes of technology.)						
The steps (including payment) I needed to do for my transaction were easy and simple.						
The receiving/ waiting/ processing/ working area, office facilities, etc. has visual appeal and comfiness.						
SQD4. Communication (Is the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.)						
I easily found information about my transaction from the office or its website.						
SQD5. Cost (Is the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.)						
I paid a reasonable amount of fees for my transaction.						
SQD6. Integrity (Is the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.)						
I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. Assurance (Is the capability of the frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.)						
I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
The staff is knowledgeable of the functions and/or operations of the office.						
The staff has the ability to complete the transaction.						



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SQD8. Outcome

(Is the extent of achieving outcomes or realizing the intended benefits of government services.)

I got what I needed from the government office,
or (if denied) denial of request was sufficiently
explained to me.

SQD9. Empathy

(Is the caring, individualized attention the office provided to the clients.)

The staff shows professionalism, politeness, and
willingness to help.

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To better improve our service, please state your comments/suggestions and the issues you have encountered below: