

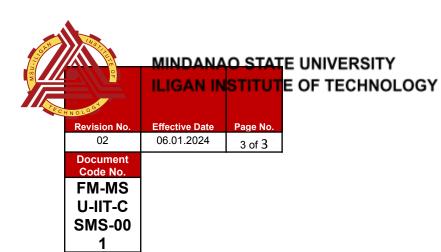
CLIENT SATISFACTION MEASUREMENT Survey Questionnaire

This C	lient Satisfaction Measurement S	durvey (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: _								
Person	nel you transacted with:								
Charte		your answer to the Citizen's Charter (CC) questions. The Citizen's reflects the services of a government agency/office including its s 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 ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	in CC1), would you say that the CC of this office was? □ 4. Not visible at all □ 5. N/A							
CC3	If aware of CC (answered cod ☐ 1. Helped very much ☐ 2. Somewhat helped	les 1-3 in CC1), how much did the CC help you in your transaction? □ 3. Did not help □ 4. N/A							
	RUCTIONS: 2D 0-9, please put a check mark (✓) on the column that best corresponds to your answer.							
S	Service Quality Dimension Indic	eators Strongly Disagree Disagree Neither Agree Agree Agree Strongly Agree Not Applicable							
SQD)								

(This is the client's overall experience with the service availed in the office.)



	1	1	l		1					
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.										
transaction.										
Service Quality Dimension Indicators			(-)	\odot	(N/A				
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable				
SQD2. Reliability	Distigree	<u> </u>	Disagree	1						
(Is the provision of what is needed and what was promised, following	g the policy ar	nd standards,	with zero to a n	ninimal 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	1			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,					
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 the	y can easily u	nderstand, as	well as listenin	g to their fee	dback.)					
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, pacceptable range of costs, and qualitative information on the cost of		ods of payme	nt, reasonable p	payment perio	od, value for n	10ney, the				
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	1									
palakasan", during my transaction.										
SQD7. Assurance										
(Is the capability of the frontline staff to perform their duties, product and ser	vice knowledge,	understand citi	zen/client needs, i	helpfulness, and	d good work rel	ationships.)				
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.										



SQD8. Outcome (Is the extent of achieving outcomes or realizing the intended benefit.	s of governme	ent 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.								
To better improve our service, please state your comments/suggestions and the issues you have encountered below:								