

ONLINE VERSION

ANTI-RED TAPE AUTHORITY

CLIENT SATISFACTION MEASUREMENT FORM

PSA APPROVED No. ARTA – 2242 – 3

Expires on 31 July 2023

**CITY OF ILAGAN WATER DISTRICT, CCC 090**

**HELP US SERVE YOU BETTER!**

The short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide better service.

Age: \_\_\_\_\_\_\_\_\_\_\_ Sex: \_\_\_\_\_\_\_\_\_\_\_\_\_ Region: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency visited: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service availed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

INSTRUCTIONS: Check mark (√) your answer to the Citizen’s Charter (CC) questions.

CC1 Do you know about the Citizen’s Charter (document of an agency’s services and requirements)?

1. Yes, aware before mt transaction with this office
2. Yes, but aware only when I saw the CC of this office.
3. No, not aware of the CC. (Skip questions CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of the office was…?

1. Yes, the CC was easy to find
2. Yes, but the CC was hard to find
3. No, I did not see this office’s CC (Skip question CC3)

CC3 If YES to the previous question, did you use the Citizen’s Charter as a guide for the service/s you availed?

1. 1. Yes, I was able to use the CC
2. No, I was not able to use the CC because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

INSTRUCTIONS: For SQD 0 – 8, please put a check mark (√) on the column that best corresponds to your answer.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neither Agree nor Disagree** | **Agree** | **Strongly Agree** | **Not applicable** |
| SQD0. I am satisfied with the service that I availed |  |  |  |  |  |  |
| SQD1. I spent a reasonable amount of time for 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 “walang palakasan”, 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):