

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)

**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 Aailed: \_\_\_\_\_

**INSTRUCTIONS: Checkmark (✓)** 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 **checkmark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<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!**

**HELP US SERVE YOU BETTER!**

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

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

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

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

Customer type (Citizen, Business, or Government?): \_\_\_\_\_

**INSTRUCTIONS: Checkmark (✓) 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 reqs.)?

- 1. Yes, aware before my 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 **Yes** to the previous question, did you see this office’s Citizen’s Charter?

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

**INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:**

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction ( <i>Responsiveness</i> )	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction’s requirements and steps ( <i>Reliability</i> )	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient ( <i>Access and Facilities</i> )	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website ( <i>Communication</i> )	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction ( <i>Costs</i> )	1	2	3	4	5
SQD6. I am confident my online transaction was secure ( <i>Integrity</i> )	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond ( <i>Assurance</i> )	1	2	3	4	5
SQD8. I got what I needed from the government office ( <i>Outcome</i> )	1	2	3	4	5

Remarks (optional):

\_\_\_\_\_

\_\_\_\_\_