

Control No.: _____



Republic of the Philippines
Department of Education
 REGION V
 SCHOOLS DIVISION OF MASBATE CITY

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: _____

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 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 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

| | | | | | | N/A Not Applicable |
|--|--|--|--|--|--|-----------------------|
| SQD0. I am satisfied with the service that I availed. | | | | | | |
| SQD1. I spent an acceptable 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 an acceptable 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):

Email address (optional): _____

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