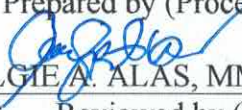




DOCUMENT CHANGE REQUEST (DCR)

Department/Office : Office of Monitoring and Evaluation DCR No.: _____
Date filed : May 07, 2024

Type of Request	() New Document (✓) Document Revision () Document Nullification () Document Correction () Others _____
Type of Document	() MSP () Systems Control Procedure () Documented Procedures Manual (✓) Form (✓) Others <u>Alignment with ARTA CSM Questionnaire</u>
Justification of change	() New Document () Typing Error () Process change () New Responsibility (✓) Change Form () Add reference () Others
Document Code Number and Title: FM-MSU-IIT-CSS-001- Client Satisfaction Questionnaire	
Revision Status: From: <u>01</u> To: <u>02</u>	

DESCRIPTION OF DOCUMENT CHANGE	
From Existing	To (Proposed)
FM-MSU-IIT-CSS-001 Client Satisfaction Questionnaire <i>(See attached document.)</i>	FM-MSU-IIT-CSMS-001 Client Satisfaction Measurement Survey Questionnaire <i>(See attached document.)</i>
Request Result: _____ Approved _____ Denied _____ Revised	
Reasons for Denial: _____	
Prepared by (Process Owner):  MELGIE A. ALAS, MMBM, PGDSOS	Date: May 07, 2024
Reviewed by (QMC): PAMELA F. RESURRECCION, PhD	Date: May 07, 2024
Approved by (Institute Chancellor): PROF. ALIZEDNEY M. DITUCALAN, JD, LLM	Date: May 07, 2024



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	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0 (This is the client's overall experience with the service availed in the office.)						
I am satisfied with the service that I availed.						
SQD1. Responsiveness (Is the willingness to help clients and provide prompt service; it lets clients know that the staff is listening and working actively to solve the issues.)						
I spent a reasonable amount of time for my transaction.						



**MINDANAO STATE UNIVERSITY
ILIGAN INSTITUTE OF TECHNOLOGY
OFFICE OF QUALITY ASSURANCE
MANAGEMENT SERVICES**

Document Code No.		
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Service Quality Dimension Indicators						N/A Not Applicable
SQD2. Reliability <i>(Is the ability to perform the promised service dependably and accurately.)</i>						
The office followed the transaction's requirements and steps based on the information provided.						
SQD3. Access and Facilities <i>(Is the appearance of physical facilities, equipment, personnel, and communication materials.)</i>						
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 <i>(Is the visibility and accessibility of the Information, Education, and Communication (IEC) materials.)</i>						
I easily found information about my transaction from the office or its website.						
SQD5. Cost <i>(Is the amount paid or spent to a service/product/goods.)</i>						
I paid a reasonable amount of fees for my transaction.						
SQD6. Integrity <i>(Is the quality of being honest and having strong moral principles, moral uprightness.)</i>						
I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. Assurance <i>(Is employees' knowledge and ability to convey trust and confidence. Clients expect offices to be the experts in the service they deliver.)</i>						
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 <i>(Is the measurable and observable effect of the services provided by the office to the clients.)</i>						
I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
SQD9. Empathy <i>(Is the caring, individualized attention the office provided to the clients.)</i>						
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:						