



MEMORANDUM ORDER
No. 2024-005 - OME

To : **ALL RESPONSIBILITY CENTER HEADS CONCERNED**

Subject: **IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION
MEASUREMENT SURVEY (CSMS) EFFECTIVE JUNE 01, 2024**

Date : May 22, 2024

In compliance to the Anti-Red Tape Authority Memorandum Circular Nos. 2022-05 series of 2022 and 2023-005 series of 2023 or the *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement"*, the Office of the Vice-Chancellor for Strategic Initiatives through the Office of Monitoring and Evaluation hereby **implements the Harmonized Client Satisfaction Measurement (CSM) Survey effective June 01, 2024, in offices of the University with internal and external services.**

In this regard, all the concerned offices are hereby advised to use their assigned survey links and Quick Response (QR) Codes for their online client satisfaction measurement surveys as indicated in the Annex of this memorandum. The revised and harmonized Client Satisfaction Measurement Survey Questionnaire (*FM-MSU-IIT-CSMS-001, Revision No. 02*) is also attached in the annex.

Please be informed that the Office of Monitoring and Evaluation will be monitoring the survey responses so the concerned office can take immediate action/s should there be poor ratings or undesired comments from the respondents. Hence, we encourage offices to ensure that all clients answer the survey after availing themselves of a specific service. The google form of the harmonized Client Satisfaction Measurement Survey will also be made available on the my.IIT portal under the "Client Satisfaction Survey" module not later than June 01, 2024.

Moreover, the Responsibility Center Heads will be given access to view the raw data/responses of the survey through their respective email addresses for monitoring purposes at a later date.


Should you have concerns regarding this memorandum, please feel free to call us at (063) 222-5853 local 4159 and look for Mr. Mark June L. Aporador, Project Development Officer III or Ms. Antonette T. Montecino II of Office of Monitoring and Evaluation (OME) for further assistance.

Thank you for the continued support and cooperation. Thank you very much and God bless!

Sincerely yours,


MELGIE A. ALAS, MMBM, PDGSDS
Director, Office of Monitoring and Evaluation

Noted by:


PROF. PAMELA F. RESURRECCION, Ph.D.
Vice-Chancellor for Strategic Initiatives

ANNEX

OFFICE	LINK	QR CODE
Accounting Division	bit.ly/CSMAccounting	
Alumni and Endowment Fund Center	bit.ly/CSMAEFC	
Cashiering Division	bit.ly/CSMCashiering	
CED- Integrated Development School	bit.ly/CSMIDS	
Center for Advanced Education and Lifelong Learning	bit.ly/CSMCAELL	
Center for Information and Communication Technology	bit.ly/CSMCICT	

OFFICE	LINK	QR CODE
College of Education	bit.ly/CSMCED	
Hostel	bit.ly/CSMHostel	
Human Resource Management Division	bit.ly/CSMHRMD	
Infrastructure Services Division	bit.ly/CSMISD	
Knowledge and Technology Transfer Office	bit.ly/CSMKTTO	
Legal Services Office	bit.ly/CSMLSO	

OFFICE	LINK	QR CODE
MSU-IIT Center for Resiliency	bit.ly/CSMMCR	
Natural Science Museum	bit.ly/CSMNSM	
Office of Admissions, Scholarships and Grants	bit.ly/CSMOASG	
Office of Guidance and Counseling	bit.ly/CSMOGC	
Office of Medical, Dental and Health Services	bit.ly/CSMClinic	
Office of Monitoring and Evaluation	bit.ly/CSMOME	

OFFICE	LINK	QR CODE
Office of Sports Development	bit.ly/CSMOSD	
Office of Student Development Services	bit.ly/CSMOSDS	
Office of the Campus Secretary	bit.ly/CSMOCS	
Office of the University Registrar	bit.ly/CSMOUR	
Procurement Management Division	bit.ly/CSMPMD	
Security and Investigation Division	bit.ly/CSMSID	

OFFICE	LINK	QR CODE
Supply and Property Management Division	bit.ly/CSMSPMD	
University Library	bit.ly/CSMLibrary	
WE CARE Office	bit.ly/CSMWCO	



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
 - ☐ 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 0-9, 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, assist, and provide prompt service to citizens/clients.)						
I spent a reasonable amount of time for my transaction.						

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Service Quality Dimension Indicators						N/A
SQD2. Reliability <i>(Is the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.)</i>						
The office followed the transaction's requirements and steps based on the information provided.						
SQD3. Access and Facilities <i>(Is the convenience of the location, ample amenities for comfortable transactions, use of clear signages and modes of technology.)</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 act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.)</i>						
I easily found information about my transaction from the office or its website.						
SQD5. Cost <i>(Is the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.)</i>						
I paid a reasonable amount of fees for my transaction.						
SQD6. Integrity <i>(Is the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.)</i>						
I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. Assurance <i>(Is the capability of the frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.)</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 extent of achieving outcomes or realizing the intended benefits of government services.)</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:						