



TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
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: _____ Name (Optional) _____ Sex: ☐ Male ☐ Female

Region of residence: _____ Citizens Charter Service Availed: _____

Type of Transaction: ☐ Assessment and Certification ☐ Program Registration ☐ Training Scholarship

INSTRUCTION: **Select** 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 **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
Service Quality Dimension 0. I am satisfied with the service that I availed.						
Service Quality Dimension 1. I spent reasonable amount of time for my transaction.						
Service Quality Dimension 2. The office followed the transaction's requirements and steps based on the information provided.						
Service Quality Dimension 3. The steps (including payment) I needed to do for my transaction were easy and simple.						
Service Quality Dimension 4. The steps (including payment) I needed to do for my transaction were easy and simple.						
Service Quality Dimension 5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the N/A column)						
Service Quality Dimension 6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
Service Quality Dimension 7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
Service Quality Dimension 8. 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): _____ Employee's Full Name: _____

THANK YOU!