



Republic of the Philippines  
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**ADMISSION SERVICES**  
**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: ☐ Citizens ☐ Business ☐ Government (Employee or Another Agency)

Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_ Region of Residence: \_\_\_\_\_

Service Availed: ☐ Admission

Others: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the service 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 0–8, please put a check mark (✓) on the column that best corresponds to your answer.

|  | <br>Strongly<br>Disagree | <br>Disagree | <br>Neither<br>Agree<br>nor<br>Disagree | <br>Agree | <br>Strongly<br>Agree | <b>N/A</b><br>Not<br>Applicable |
|--|---|---|---|--|--|---------------------------------|
| SQD0. I am satisfied with the service that I availed.  |   |   |   |  |  |                                 |
| SQD1. I spent a reasonable 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 reasonable amount of fees for my transaction. (if service was free, mark the 'N/A' column)                  |   |   |   |  |  |                                 |
| 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. |   |   |   |  |  |                                 |

**Suggestion on how we can further improve our services (optional):**

Email Address: (optional) \_\_\_\_\_

**THANK YOU!**