

Control No: \_\_\_\_\_

(On-Site Version)



# HARMONIZED CLIENT SATISFACTION SURVEY

University of Science and Technology of Southern Philippines  
HELP US SERVE YOU BETTER!

Document Code No.		
FM-USTP-006-1		
Rev. No.	Effective Date	Page No.
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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 option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

I am a ☐ Faculty ☐ Non-Teaching Staff ☐ Student ☐ Guardian/Parent of Student ☐ Alumna ☐ Others (please specify): \_\_\_\_\_

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

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
<b>SQD0:</b> I am satisfied with the service that I availed.						
<b>SQD1:</b> I spent a reasonable amount of time on my transaction.						
<b>SQD2:</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3:</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4:</b> I easily found information about my transaction from the office or its website.						
<b>SQD5:</b> I paid a reasonable amount of fees for my transaction. (If the service was free, mark the 'N/A' column)						
<b>SQD6:</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7:</b> I was treated courteously by the staff and (if asked for help) the staff was helpful.						
<b>SQD8:</b> I got what I needed from the government office, or (if denied) denial of the request was successfully explained to me.						

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

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Email address (optional): \_\_\_\_\_

THANK YOU!