



CLIENT SATISFACTION FEEDBACK (CSF) FORM

Thank you for giving us the opportunity to serve you. Please help us improve the quality of our services by taking a few minutes to tell us about your experience with us.

To be filled out by OFFICER OF THE DAY:

Type of Client Served:

☐ General Public

☐ Employer

☐ Employee

☐ Government Official / Employee

Name of Company:

Name of Company:

Name of Office:

Service/s Availed by the Client:

☐ Information, Education and Communication Materials

☐ Consultation / Technical Assistance on Wages, Incomes, Productivity & Labor Standards

☐ Copies of Wage Order

☐ Request for Facility Evaluation / Time & Motion Study

☐ Request for Training / Technical Assistance

☐ Consultation / Technical Assistance on Bus Compensation Scheme

☐ Request for Data / Statistics on Wages, Incomes and Productivity

☐ OTHERS, please specify: _____

To be filled out by CLIENT

Petsa (Date): _____

Kasarian (Sex): ☐ Male ☐ Female

Email Address: _____

Pangalan (Name): _____

Edad (Age): _____

Contact Number: _____

Pakilagyan ng tsek (✓) ang kahon na nagsasaad ng iyong tugon. [Please put a check mark (✓) in the appropriate box corresponding to your response.]

i. Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa Citizen’s Charter (CC)? [Which of the following best describes your awareness of CC?]

☐ 1. Alam ko ang CC at nabasa/nakita ko ito sa opisina [I know what a CC is and I read/saw this at the office]

☐ 2. Alam ko ang CC pero hindi ko ito nabasa/nakita sa opisina [I know what a CC is but I did not see this in the office]

☐ 3. Nalaman ko ang CC nang makita ko ito sa opisina [I learned of the CC only when I read/saw this in the office]

☐ 4. Hindi ko alam kung ano ang CC at wala akong nabasa/nakita sa opisina. Lagyan ng tsek ang “N/A” sa sunod na dalawang tanong. [I do not know what a CC is nor did I read/saw this in the office. Answer “N/A” in the next two questions.]

ii. Kung alam ang CC (nag tsek sa opsyon 1-3 sa pinaka-unang tanong), masasabi mo ba na ang CC sa napuntahang opisina ay... [If aware of CC (answered 1-3 from the first question), would you say that the CC of this office was...]

☐ 1. Madaling mabasa/makita [Easy to read/see]

☐ 3. Mahirap mabasa/makita [Difficult to read/see]

☐ 5. N/A

☐ 2. Medyo madaling mabasa/makita [Somewhat easy to read/see]

☐ 4. Hindi makita [Not visible at all]






iii. Kung alam ang CC (nag tsek sa opsyon 1-3 sa pinaka-unang tanong), gaano nakatulong ang CC sa transaksyon mo? [If aware of CC (answered 1-3 from the first question), how much did the CC help you in your transaction?]

☐ 1. Sobrang nakatulong [Helped very much]

☐ 3. Hindi nakatulong [Did not help]

☐ 2. Nakatulong naman [Somewhat helped]

☐ 4. N/A

Mga Detalye (Particulars)	Napaka kasiyasiya [Excellent]  (5)	Lubos na Nasiyahan [Very Satisfied]  (4)	Nasiyahan [Satisfied]  (3)	Hindi nasiyahan [Dissatisfied]  (2)	Lubos na hindi nasiyahan [Very Dissatisfied]  (1)	Hindi angkop [Not applicable] (N/A)
1. Nasiyahan sa serbisyong natanggap [The client is satisfied with the service/s received]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ang hinihinging serbisyo ay naibigay sa takdang oras [The requested service/s is/are delivered in a timely manner]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Nagbigay ng tamang impormasyon [Provided accurate information]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maayos at kaaya-ayang tanggapan at pasilidad [Well-maintained and pleasant office and facilities]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Nakatugon ng maayos sa katanungan / pangangailangan [The client’s queries/needs is/are properly responded to by the concerned personnel or unit]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Tama ang kaukulang bayad [The fees are reasonable]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Tapat at propesyonal sa pagbibigay serbisyo [was honest and professional while providing service]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. May sapat na kaalaman sa programa/serbisyo ng NWPC [Knowledgeable on the NWPC programs / services]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Nakuha ko ang kinailangan at kung tinanggihan man, sapat na ang ipinaliwanag sa akin [I got what I needed or, if denied, the explanation given to me already suffices]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mungkahi o rekomendasyon upang mas mapaganda pa namin ang pangkalahatang serbisyong naibigay [Suggestion/ Recommendation on how we could improve our overall service]:

Lagda (Signature)