



Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE
Public Assistance Action Center

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 better service. The personal information shared will be kept confidential, and you always have the option not to answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)		
Date:	Sex: ☐ Male ☐ Female	Age:
Region of residence:	Service Availed:	

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 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 (✓) in the column that best corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A Not applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent an acceptable amount of time on 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 an acceptable amount of fees for my transaction.						
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) the denial of request was sufficiently explained to me.						

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

Email address (optional):