



**LOCAL GOVERNMENT UNIT - CANDON CITY
CLIENT-SATISFACTION SURVEY (ON-SITE)**

Control No.: _____

Date: _____

**Sangguniang Panlungsod Office
(Office of the Secretary to the Sangguniang Panlungsod)
HELP US SERVE 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)
 Sex: Male Female Region of Residence: _____
 Age: 19 or lower 20-34 35-49 50-64 65 or higher

Service Availed: Submission of Resolution/Ordinances for review
 Filing of Administrative Case
 Request for Legislative enactments
 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 the 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 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 1-9, please put a check mark (/) on the columns that best corresponds to your answer.

						N/A
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not Applicable
SQD 1. I am satisfied with the service that I availed.						
SQD 2. I spent reasonable amount of time for my transaction.						
SQD 3. The office followed the transaction's requirements and steps based on the information provided.						
SQD 4. The steps (including payment) I needed to do for my transaction is very easy and simple.						
SQD 5. I easily found information about my transaction from the office or its website.						
SQD 6. I paid a reasonable amount of feed for my transaction. (If service was free, mark 'N/A' column)						
SQD 7. I feel the office was fair to everyone, or "walang palakasan" during my transaction.						
SQD 8. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD 9. 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!