



CLIENT FEEDBACK FORM

I. CLIENT INFORMATION

Kindly fill out this form and check (✓) the box corresponding to your answer.

Name (Optional):		Contact Information (Optional):	
Age _____	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Category of Privileged Lane <input type="checkbox"/> Senior Citizen <input type="checkbox"/> Person with Disability <input type="checkbox"/> Not Applicable	
Date Visited _____	Type of Citizen <input type="checkbox"/> General Public (students, others) <input type="checkbox"/> Government Employee <input type="checkbox"/> Businesses/Organizations		
Campus/Office Visited _____		Service Availed (See the list of services posted in front of the office.) _____	

II. CITIZEN’S CHARTER EVALUATION

Check mark (✓) your answer to 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. Do you know about Citizen’s Charter (document of an agency’s services and requirements)?

- 1. Yes, aware before my transaction with this office.
- 2. Yes, but aware only when I saw the Citizen’s Charter of this office.
- 3. No, not aware of the Citizen’s Charter (Skip questions CC2 and CC3).

CC2. If **YES** to the previous question, did you see thus office’s Citizen’s Charter?

- 1. Yes, the Citizen’s Charter was easy to find.
- 2. Yes, but the Citizen’s Charter was hard to find.
- 3. No, I did not see this office’s Citizen’s Charter. (Skip question CC3)

CC3. If **YES** to the previous question, did you use the Citizen’s Charter as a guide for the service/s you availed?

- 1. Yes, I was able to use the Citizen’s Charter.
- 2. No. I was not able to use the Citizen’s Charter because _____.

III. CLIENT SATISFACTION EVALUATION

Please take a moment to complete this Client Satisfaction Evaluation Form. Your feedback will assist us in improving our services. Kindly rate the service provided by checking the appropriate box with 5 being the highest rating and 1 being the lowest.

(5 – Strongly Agree, 4 – Agree, 3 – Neither Agree nor Disagree, 2 – Disagree, 1 – Strongly Disagree)

(5 – Lubos na Sumasang-ayon, 4 – Sang-ayon, 3 – Hindi Makapagpasya, 2 – Hindi Sang-ayon, 1 – Lubos na Hindi Sumasang-ayon)

	5	4	3	2	1
1. RESPONSIVENESS (PAGTUGON) The personnel demonstrate willingness to assist and deliver fast service. <i>(Ang mga kawani ay handang tumugon at magbigay ng mabilis na serbisyo.)</i>					
2. RELIABILITY (MAAASAHAN) Personnel perform required services in compliance with established policies and procedures. <i>(Nagsasagawa ang mga kawani ng mga kinakailangang serbisyo alinsunod sa mga itinakdang patakaran at pamamaraan.)</i>					
3. ACCESS AND FACILITIES (LOKASYON AT PASILIDAD) The office is easily accessible with clear signage and ways of technology (e.g. website), that offers adequate amenities for a pleasant transaction. <i>(Madaling mapuntahan ang tanggapan na may malinaw na karatula at mga paraan ng teknolohiya (hal. Website), para sa isang maginhawang transaksyon.)</i>					
4. COMMUNICATION (KOMUNIKASYON) The personnel communicate in an easily understood language and are receptive to criticisms and feedback. <i>(Ang mga kawani ay nakikipag-usap sa isang madaling maunawaan na wika at madaling tanggapin ang mga puna.)</i>					
5. COST-EFFECTIVE (SULIT) The process is quick and accurate, and the waiting time or the fee (if applicable) is reasonable in comparison to the value of the service or document requested. <i>(Mabilis ang proseso, at ang oras ng paghihintay o ang bayad (kung naaangkop) ay makatwiran kumpara sa halaga ng serbisyo o hiniling na dokumento.)</i>					
6. INTEGRITY (KATAPATAN) While providing the required service, the personnel demonstrate honesty, justice, fairness, and trust. <i>(Habang nagbibigay ng kinakailangang serbisyo, ipinapakita ng mga kawani ang katapatan, pagiging patas, at pagtitiwala.)</i>					
7. ASSURANCE (KASIGURAHAN) Personnel are knowledgeable in their areas of responsibility and are willing to assist and understand client needs. <i>(Ang mga kawani ay maaalam sa kanilang mga responsibilidad at handang tumulong at maunawaan ang mga pangangailangan ng kliyente.)</i>					
8. OUTCOME (RESULTA NG SERBISYO) Please rate your overall satisfaction with the office's services. <i>(Markahan ang pangkalahatang serbisyong natanggap.)</i>					

IV. COMMENTS/SUGGESTIONS:

Thank you for gracing your time and effort in filling out this survey form!

PRIVACY NOTICE: Your responses will be confidential. The personal information provided in this document should only be used for the purposes of administering the survey and may not be used for