



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
0. OVERALL SATISFACTION (PANGKALAHATANG KASIYAHAN) Please rate your overall satisfaction with the office's services. (Markahan ang pangkalahatang serbisyong natanggap.)					
1. RESPONSIVENESS (PAGTUGON) The personnel demonstrate willingness to assist and deliver fast service. (Ang mga kawani ay handang tumugon at magbigay ng mabilis na serbisyo.)					
2. RELIABILITY (MAAASAHAN) Personnel perform required services in compliance with established policies and procedures. (Nagsasagawa ang mga kawani ng mga kinakailangang serbisyo alinunod sa mga itinakdang patakaran at pamamaraan.)					
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. (Madaling mapuntahan ang tanggapan na may malinaw na karatula at mga paraan ng teknolohiya (hal. Website), para sa isang maginhawang transaksyon.)					
4. COMMUNICATION (KOMUNIKASYON) The personnel communicate in an easily understood language and are receptive to criticisms and feedback. (Ang mga kawani ay nakikipag-usap sa isang madaling maunawaan na wika at madaling tanggapin ang mga puna.)					
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. (Mabilis ang proseso, at ang oras ng paghihintay o ang bayad (kung naaangkop) ay makatwiran kumpara sa halaga ng serbisyo o hiniling na dokumento.)					
6. INTEGRITY (KATAPATAN) While providing the required service, the personnel demonstrate honesty, justice, fairness, and trust. (Habang nagbibigay ng kinakailangang serbisyo, ipinapakita ng mga kawani ang katapatan, pagiging patas, at pagtitiwala.)					
7. ASSURANCE (KASIGURAHAN) Personnel are knowledgeable in their areas of responsibility and are willing to assist and understand client needs. (Ang mga kawani ay maaalam sa kanilang mga responsibilidad at handang tumulong at maunawaan ang mga pangangailangan ng kliyente.)					
8. OUTCOME (RESULTA NG SERBISYO) I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Natanggap ko ang serbisyong kailangan sa tanggapan ng gobyerno, o (kung hindi) naipaliwanag nang mabuti ang pagtangga sa aking kahilingan.)					

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