

Control No. \_\_\_\_\_



DEPARTMENT OF EDUCATION  
CORDILLERA ADMINISTRATIVE REGION  
**SCHOOLS DIVISION OF BENGUET**  
Wangal, La Trinidad, Benguet

**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 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)  
Date: \_\_\_\_\_ Sex: \_\_\_ Male \_\_\_ Female Age: \_\_\_\_\_  
Place of Residence: \_\_\_\_\_ Service/s 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 a CC (answered 1-3 in CC1), would you say that the CC of this office 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 (*/*) on the column that best corresponds to your answer

Service Quality Dimension (SQD)	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for 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.						
SDQ5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the N/A column)						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
SQD7. I was treated courteously by the staff and when I asked for help, the staff was always ready to help.						
SQD8. I got what I needed from the government office, of (if denied) denial of request was sufficiently explained to me.						

Do you think the services provided by the SDO Benguet are very satisfying? \_\_Y\_\_ N

If yes, what makes the services very satisfying? \_\_\_\_\_

If not, how can we make the services very satisfying? \_\_\_\_\_

Comments/Suggestions/Compliments/Areas for Improvement

\_\_\_\_\_

Email Address (optional): \_\_\_\_\_

Thank you ☺