



# PLARIDEL WATER DISTRICT

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ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT  
 FORM  
 PSA Approval No.: ARTA-2242-3

## HELP US SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Region: \_\_\_\_\_

Agency visited: \_\_\_\_\_

Service availed: \_\_\_\_\_

Customer type (Citizen, Business, or Government?): \_\_\_\_\_

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions.

- CC1 Do you know about the Citizen's Charter (document of an agency's services and reqs.)?  
 1. Yes, aware before my transaction with this office  
 2. Yes, but aware only when I saw the CC of this office  
 3. No, not aware of the CC (Skip questions CC2 and CC3)

- CC2 If **Yes** to the previous question, did you see this office's Citizen's Charter?  
 1. Yes, the CC was easy to find  
 2. Yes, but the CC was hard to find  
 3. No, I did not see this office's CC (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 CC  
 2. No, I was not able to use the CC because \_\_\_\_\_

INSTRUCTIONS: For SQD 1-8, please **encircle the number** that corresponds to your answer:

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction ( <i>Responsiveness</i> )	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps ( <i>Reliability</i> )	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient ( <i>Access and Facilities</i> )	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website ( <i>Communication</i> )	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction ( <i>Costs</i> )	1	2	3	4	5
SQD6. I am confident my online transaction was secure ( <i>Integrity</i> )	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond ( <i>Assurance</i> )	1	2	3	4	5
SQD8. I got what I needed from the government office ( <i>Outcome</i> )	1	2	3	4	5

Remarks (optional):

\_\_\_\_\_

\_\_\_\_\_