

Control No: _____



Republic of the Philippines
Department of Environment and Natural Resources
FOREST MANAGEMENT BUREAU

HELP US SERVE YOU BETTER!

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION
 MEASUREMENT FORM
 PSA Approval No.: ARTA-2242-3
 Expires on 31 July 2023

CLIENT SATISFACTION MEASUREMENT (INTERNAL)

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.

Date (mm/dd/yyyy): _____ **Sex:** Male Female **Age:** _____ **Region of Residence:** _____

Service Availed: Issuances of Certificate of Employment and Compensation
 Issuance of Service Record

Date of Release of Product/Service (mm/dd/yyyy): _____

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)

If aware of CC (answered 1-3 in CC1)

- CC2** 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** 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	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.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or “walang palakasan”, during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional): _____

Email address (optional): _____

THANK YOU!