



HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) Tool aims to track the customer experience of TSU's clients. Your answers will help this office provide a better service. Personal information shared will be kept confidential.

(Ang Client Satisfaction Measurement [CSM] Tool na ito ay naglalayong subaybayan ang karanasan ng customer ng mga kliyente ng TSU. Ang iyong mga sagot ay magbibigay-daan sa opisina ng ito na magbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinahagi ay pananatiliing kumpidensyal.)

Client type (Uri ng kliyente): Student (Estudyante) Internal (Empleyado ng TSU)
Business (Negosyo/Negosyante) Government Agency (Ahensya ng Pamahalaan) Others
Sex (Kasarian): Male (Lalake) Female (Babae) Date (Petsa): Age (Edad):
Office Visited (Binisitang opisina): Service Availed (Serbisyong naipagkaloob):

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?
CC2 If aware of CC, would you say that the CC of this office was ...
CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

Please put a check mark (✓) on the column that best corresponds to your answer. (Maglagay ng tsek [✓] sa kolum na pinakamainam na tumutugma sa iyong sagot.)

Table with 6 columns: Service Quality Dimensions, Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Not Applicable. Rows include SQD0 through SQD8.

Suggestions on how we can further improve our services (Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo):

Three horizontal lines for writing suggestions.

Email address (opsyonal):

THANK YOU!