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Office of the President

1 August 2023

OFFICE MEMORANDUM
No. 236 series of 2023

**TO: VICE PRESIDENTS
DEANS/DIRECTORS
HEADS/CHIEFS OF OFFICES
UNIT/CLUSTER ADMINISTRATIVE OFFICERS
LOCAL COMMITTEES ON ANTI-RED TAPE
ALL BU PERSONNEL
Bicol University**

**SUBJECT: IMPLEMENTATION OF THE HARMONIZED CLIENT
SATISFACTION MEASUREMENT FORM IN ALL OFFICES OF
BICOL UNIVERSITY**

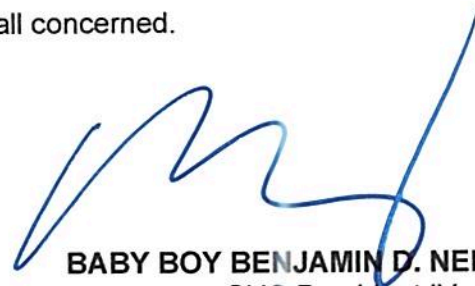
Pursuant to Section 20 of Republic Act (RA) No. 11032, as reiterated under Section 3(b) and Rule IV of its Implementing Rules and Regulations (IRR), all agencies covered under Section 3 of RA No. 11032 are required to establish a feedback mechanism and client satisfaction measurement. In line with this mandate, the Anti-Red Tape Authority (ARTA) has issued Memorandum Circular (MC) No. 2022-05 entitled "Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (CSM)," further emphasizing the importance of implementing a standardized and harmonized approach to measuring client satisfaction.

In view of the foregoing, all deans and directors, chiefs and heads of offices are directed to adopt a harmonized and standardized framework for measuring client satisfaction in order to continuously improve and enhance service delivery, aiming for a more meaningful and client-centered Citizen's Charter. The results of these measurements shall be incorporated in the annual report to be submitted to ARTA every January of the succeeding year.

Further, each college/unit will receive a QR code for the Google Form version of the client satisfaction survey form. Soft copies of these forms can be downloaded using the link provided below.

<https://drive.google.com/drive/folders/1FIMupgK0XkKt7-tKeS92Uch4APQG0msR?usp=sharing>

For information, guidance, and compliance of all concerned.


BABY BOY BENJAMIN D. NEBRES III
SUC President IV

Enclosures:

Annex A - Client Satisfaction Measurement Questionnaire
Annex B - Client Satisfaction Measurement Questionnaire (For Online Transaction)

(Online Version)



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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: _____ City/Province: _____

College/Campus/Office Visited: _____

Service availed: _____

Customer type: Citizen Business 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):



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: _____






Region of Residence: _____ City/Province: _____ Service Availed: _____

College/Campus/Office Visited: _____

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 CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- 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 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						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 “ <i>walang palakasan</i> ”, 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!