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| dswd-logo_final-3-1 | | **CLIENT SATISFACTION MEASUREMENT FORM**  (Name of Service / Office) | | | | | | |
| **PANGALAN NG KLIYENTE:**  *(NAME OF CLIENT)* | |  | | **EDAD:**  *(Age)* | | **KASARIAN:** *(SEX)*  **M ( ) F ( )** | | **SEKTOR** *(SECTOR):*  **( ) Senior Citizen**  **( ) Pregnant**  **( ) Persons with Disability**  **( ) Solo Parent**  **( ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| *(Optional/Opsyonal)*  **NUMERO/EMAIL ADDRESS/TIRAHAN:**  *(Contact No./Email Address/Address)* | |  | | **URI NG KLIYENTE:**  (*TYPE OF CLIENT):* | | **( ) General Public / Publiko**  **( ) Government Employee/**  **Mangagawa sa Gobyerno**  **( ) Business or Private Organizations/ Pribadong Kompanya o Organisasyon** | | |
| **PANGALAN NG EMPLEYADO:**  *(NAME OFATTENDING ACTION OFFICER)* | |  | | **ORAS NG SERBISYO:**  *(TIME OF SERVICE)* | |  | | |
| **LAGDA:**  *(SIGNATURE)* | |  | | |
| **MARKAHAN NG BILOG ANG NUMERO (O ) PARA SA ANTAS NG IYONG KASIYAHAN SA SERBISYONG BINIGAY SAYO**  *RATE YOUR SATISFACTION LEVEL ON THE PERFORMANCE OF SERVICE* | | | | | | | | |
| **Lubos na Nasiyahan**  *Very Satisfied* | **Nasiyahan**  *Satisfied* | | **Ni Nasiyahan o Hindi Nasiyahan**  *Neither Satisfied nor Dissatisfied* | | **Hindi Nasiyahan**  *Dissatisfied* | | **Lubos na hindi Nasiyahan**  *Very Dissatisfied* | |
| **storyblocks-basic-emoticons-set-five-facial-expression-of-feedback-scale-from-positive-to-negative-simple-colored-vector-icons_rizOjUVrD4_SB_PM** |  | |  | |  | |  | |
| **5** | **4** | | **3** | | **2** | | **1** | |
|  | | | | | | | | |
| **COMMENDATION or SUGGESTION |** *PAPURI O MUNGKAHI: (Optional/Opsyonal)*  **Page 1**/ *(Pahina 1)* | | | | | | | | |

Paalala: Para sa karagdagang impormasyon maari niyo pong ipadala ang inyong reklamo o mungkahi sa (Office Email Address) o tumawag sa aming numero (Office Hotline Number).

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| **MARKAHAN NG TSEK (✔ ) ANG ANTAS NG IYONG KASIYAHAN SA SERBISYONG BINIGAY SAYO.**  *RATE YOUR SATISFACTION LEVEL ON THE PERFORMANCE OF SERVICE* | | | | | | |
| **SERBISYO** *(SERVICE)*  **Maaring isulat ang salitang (N/A) kung hindi angkop ang serbisyong nabanggit.**  *(Please write N/A if the indicated service is not applicable)* | **Lubos na Nasiyahan**  *Very Satisfied* | **Nasiyahan**  *Satisfied* | **Ni Nasiyahan o Hindi Nasiyahan**  *Neither Satisfied nor Dissatisfied* | | **Hindi Nasiyahan**  *Dissatisfied* | **Lubos na hindi Nasiyahan**  *Very Dissatisfied* |
| **storyblocks-basic-emoticons-set-five-facial-expression-of-feedback-scale-from-positive-to-negative-simple-colored-vector-icons_rizOjUVrD4_SB_PM** |  |  | |  |  |
|  | **5** | **4** | **3** | | **2** | **1** |
| 1. **Maagap at sapat na pagtugon sa hinihinging tulong o serbisyo.** *(Responsiveness)* |  |  |  | |  |  |
| 1. **Maasahan ba ang serbisyong naibigay ng opisina?** *(Reliability (Quality))* |  |  |  | |  |  |
| 1. **Ang tanggapan ay may sapat at maayos na pasilidad.** *(Access & Facilities)* |  |  |  | |  |  |
| 1. **Ang tumugong empleyado ay magalang at malinaw sa pagpapaliwang ng ibinigay na serbisyo.** *(Communication)* |  |  |  | |  |  |
| 1. **Sapat ba at ayon ang halaga na ibinayad katumbas ng serbisyong naidulot o naibigay?** *(Cost)* |  |  |  | |  |  |
| 1. **Naibahagi ba ng buong katapatan ang serbisyong naibigay?** *(Integrity)* |  |  |  | |  |  |
| 1. **Naibigay ba ng buong kasiguraduhan ang isang tapat at dekalidad na serbisyo?** *(Assurance)* |  |  |  | |  |  |
| 1. **Ano ang antas na naitulong ng serbisyo ng gobyerno?** *(Outcome)* |  |  |  | |  |  |
| **REKLAMO O MUNGKAHI** **|** COMPLAINT or SUGGESTION*:(***Opsyona***l/Optional)* | | | | *By submitting this Client Satisfaction Masurement Form, you consent to the collection, generation, use, processing, storage and retention of your personal data by the DSWD for the intended purpose of measuring client satisfaction with the services of the DSWD.* | | |

**Page 2** / *(Pahina 2)*