

Control No: _____



Cultural Center of the Philippines

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.

Kindly fill-up this survey form, **Check mark (✓)** your answer and reflect your impressions about our services and let us know your experience while transacting official business with us.






Data Sharing Agreement Clause: I also hereby authorize the Cultural Center of the Philippines to verify my submitted records or information in connection with transactions or applications in the Center. I am fully aware of my rights under the Republic Act 10173- Data Privacy Act of 2012 and the Data Sharing Agreement, and by filling up this form, I am consenting to the collection, processing, and use of the information according to this Act. I also hereby authorize the CCP to share the information with other agencies for the purpose of verifying the public document for authentication.

Name : _____ **Contact No.** _____
Email address (optional): _____ **Date:** _____
Client type: Citizen Business Government (Employee or another agency) **Sex:** Male Female
Age: _____ **Region of residence:** _____ **Service Availed:** _____

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 Citizen’s Charter?
 1. I know what a Citizen’s Charter is and I saw this office’s Citizen’s Charter.
 2. I know what a Citizen’s Charter is but I did NOT see this office’s Citizen’s Charter.
 3. I learned of the Citizen’s Charter only when I saw this office’s Citizen’s Charter.
 4. I do not know what a Citizen’s Charter is and I did not see one in this office. (Answer ‘N/A’ on CC2 and CC3)
- CC2** If aware of Citizen’s Charter (answered 1-3 in CC1), would you say that the Citizen’s Charter 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 Citizen’s Charter (answered codes 1-3 in CC1), how much did the Citizen’s Charter 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.

	 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 “ <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):

THANK YOU!

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