



Republic of the Philippines
Department of Education

REGION I
SCHOOLS DIVISION OFFICE OF ALAMINOS CITY

Office of the Schools Division Superintendent

DIVISION MEMORANDUM
DM-2023-414



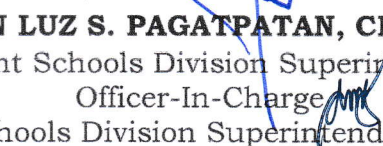
TO : Assistant Schools Division Superintendent
Chief Education Supervisors-CID and SGOD
Administrative Officer
All Division Education Program Supervisors
All Heads of unit in the Division, SEPS and EPS II
All School Heads and Non-teaching personnel of public elementary
and secondary schools in the Division
All Others Concerned

SUBJECT : **IMPLEMENTATION OF THE CLIENT SATISFACTION
MEASUREMENT**

FROM : Office of the Schools Division Superintendent

DATE : August 31, 2023

1. Pursuant to Anti-Red Tape Act (ARTA) Memorandum Circular No. 2022-05 or the Guidelines on the Harmonized Client Satisfaction Measurement, this Office requires all functional divisions, units and schools in the Division Office to implement the Client Satisfaction Measurement (CSM) through feedback mechanism using the CSM form.
2. The CSM will utilize a survey tool that will assess the overall satisfaction and perception of a client after having transactions with, or availing services of either frontline personnel or unit head of the school and the Division Office.
3. Attached to this Division Memorandum is the hard copy of the ARTA-prescribed CSM form to be used for uniform reporting.
4. For your information, guidance and compliance.


VIVIAN LUZ S. PAGATPATAN, CESO VI
Assistant Schools Division Superintendent
Officer-In-Charge
Schools Division Superintendent

With hundred reasons to serve!

Action Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recent action will help this office provide a better service. Personal information shared will be kept confidential and you apply not to answer this form.

Client type: Business Government (Employee or another agency)
 Sex: Male Female
 Age: _____
 Service availed: _____

Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document of a government agency/office including its requirements, fees, and processing times among others.

h of the following best describes your awareness of a CC?
 I know what a CC is and I saw this office's CC.
 I know what a CC is but I did NOT see this office's CC.
 I learned of the CC only when I saw this office's CC.
 I do not know what a CC is and I did not see one in this office. (Answer "N/A" on CC2 and CC3)

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

are of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 Helped very much 3. Did not help
 Somewhat helped 4. N/A

For SOD 0-8, please put a **Check mark (✓)** on the column that best corresponds to your answer.

1. Reasonable amount of time for my						
2. I followed the transaction's						
3. Steps based on the information						
4. Fees (including payment) I needed to do for						
5. Fees were easy and simple.						
6. I found information about my transaction						
7. On its website.						
8. Reasonable amount of fees for my						
9. Office was fair to everyone, or "walang						
10. Walang in my transaction.						
11. I was treated courteously by the staff, and (if						
12. Asked for help) the staff was helpful.						
13. If I needed from the government office,						
14. Denial of request was sufficiently explained						

How we can further improve our services (optional): _____

Additional: _____

Control No. _____

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recent concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: Citizen Business Government (Employee or another agency)
 Date: _____ 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 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
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

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
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

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

SOD0. I am satisfied with the service that I availed.						
SOD1. I spent a reasonable amount of time for my transaction.						
SOD2. The office followed the transaction's requirements and steps based on the information provided.						
SOD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SOD4. I easily found information about my transaction from the office or its website.						
SOD5. I paid a reasonable amount of fees for my transaction.						
SOD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SOD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SOD8. 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): _____