



University of the Philippines Diliman

### CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)

**Dear Client,**

*We value your feedback. Let us know of your experience by answering this survey. Thank you.*

#### DATA PRIVACY NOTICE

*UPD strongly upholds data privacy pursuant to the laws and rules governing the Data Privacy Act of 2012 in the Philippines. This survey will require some personal information. It is understood that the use of these gathered information shall be limited only for the purpose of getting feedback and generating reports on citizen/client satisfaction, and shall neither be utilized for other purposes nor be accessible by other unauthorized individuals. **By continuing and participating, you consent and authorize UPD in the collection, lawful use, and lawful disclosure of your personal information.***

#### A. CLIENT INFORMATION

Name of Client <i>(optional)</i>		
Contact Details (email address or phone no. )		
Sex Assigned at Birth:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Type	<input type="checkbox"/> UPD Faculty <input type="checkbox"/> UPD Staff <input type="checkbox"/> UPD Student <input type="checkbox"/> UPD Alumni	<input type="checkbox"/> Government Agency <input type="checkbox"/> Business Organization <input type="checkbox"/> NGO <input type="checkbox"/> General Public

#### B. TRANSACTION DETAILS

Date of Transaction (mm/dd/yy):		
Office Visited/ Transacted With:	[Office/Unit]	
Service(s) Availled/Received:	<input type="checkbox"/> [Service 1] <input type="checkbox"/> [Service 2] <input type="checkbox"/> [Service N]	
Transaction Type:	<input type="checkbox"/> Online only <input type="checkbox"/> Onsite/Face-to-Face only	<input type="checkbox"/> Phone/SMS only <input type="checkbox"/> Combination (online/phone/onsite)

#### C. SATISFACTION RATINGS

We would like to know your satisfaction with the service provided by the office and concerned personnel using the service quality criteria.

Kindly put a checkmark to your level of agreement on the given statements below. If a criterion does not apply for the service, mark NA (Not Applicable).

*Level of Agreement:*

- 1 – Strongly Disagree*
- 2 – Disagree*
- 3 – Neither Agree nor Disagree*
- 4 – Agree*



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5 – Strongly Agree

Level of Agreement: 1 – Strongly Disagree; 2 – Disagree; 3 – Neither Agree nor Disagree; 4 – Agree; 5 – Strongly Agree

Service Quality Criteria	NA	Level of Agreement				
		1	2	3	4	5
<b>Responsiveness</b> The personnel were willing to help, assist, and provide prompt service to citizens/clients.						
<b>Reliability</b> The personnel provided what was needed and/or promised, following the policy and standards with high accuracy.						
<b>Access &amp; Facilities</b> The office was conveniently located, with ample amenities for comfortable transactions, clear signages, and equipped with the appropriate modes of technology.						
<b>Communication</b> The office kept citizens and clients informed in a language they can easily understand and was open to their feedback.						
<b>Costs</b> The office was timely in issuing and processing billings, catered acceptable methods of payment, displayed value for money, showed an acceptable range of costs, and provided qualitative information on the cost of each service. <i>[NA for transactions that do not require billing and/or payment.]</i>						
<b>Integrity</b> The personnel displayed honesty, justice, fairness, and trustworthiness in dealing with the citizens/clients.						
<b>Assurance</b> The personnel performed their duties demonstrating service knowledge, understanding of citizen/client needs, helpfulness, and professionalism.						
<b>Outcome</b> The outcome and intended benefits of the service availed were achieved or realized.						

**D. COMMENTS/SUGGESTIONS/COMPLIMENTS**

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Thank you for your feedback!