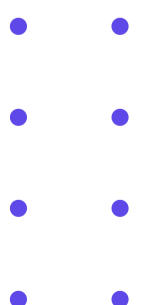


Client Satisfaction Measurement



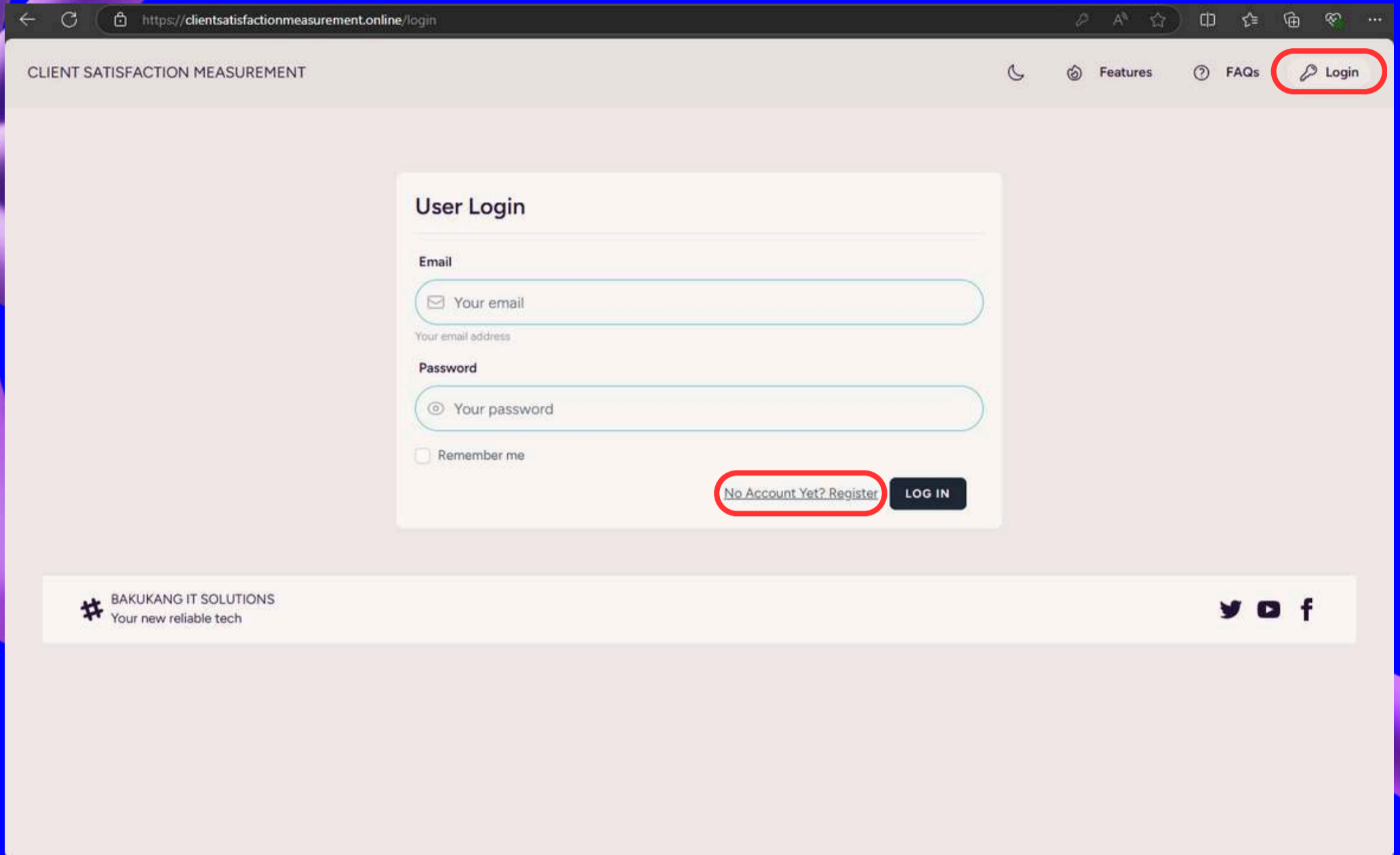
<https://clientsatisfactionmeasurement.online/>



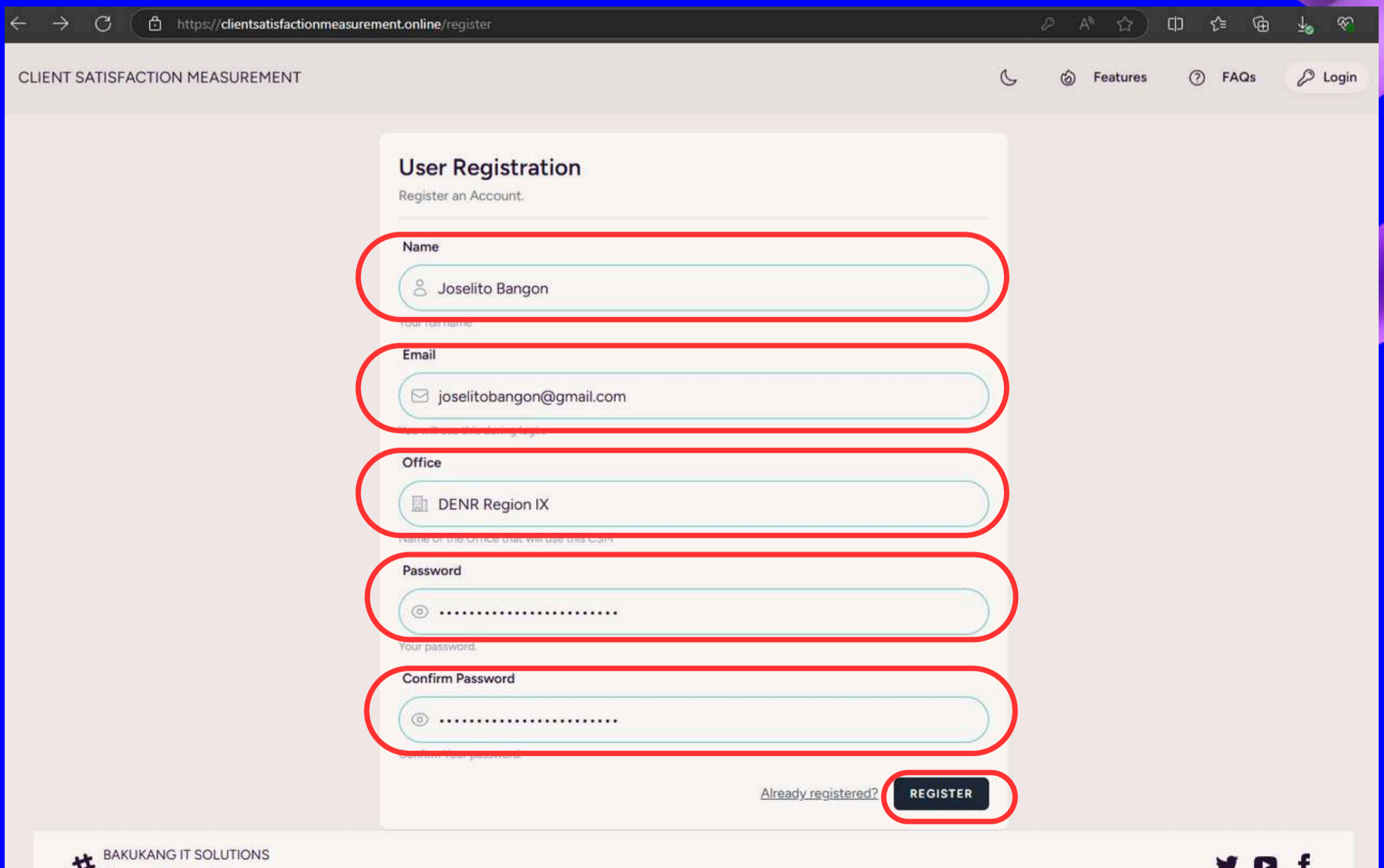
https://clientsatisfactionmeasurement.online/

STEP 1

REGISTER AN ACCOUNT



The screenshot shows the 'User Login' page. The browser address bar displays 'https://clientsatisfactionmeasurement.online/login'. The page header includes 'CLIENT SATISFACTION MEASUREMENT' and navigation links for 'Features', 'FAQs', and 'Login'. The 'Login' link is circled in red. The main form contains fields for 'Email' (with placeholder 'Your email') and 'Password' (with placeholder 'Your password'). Below the password field is a 'Remember me' checkbox. At the bottom of the form, there is a link 'No Account Yet? Register' circled in red and a 'LOG IN' button.



The screenshot shows the 'User Registration' page. The browser address bar displays 'https://clientsatisfactionmeasurement.online/register'. The page header includes 'CLIENT SATISFACTION MEASUREMENT' and navigation links for 'Features', 'FAQs', and 'Login'. The main form is titled 'User Registration' and includes the instruction 'Register an Account.'. The form contains five fields, each circled in red: 'Name' (with placeholder 'Joselito Bangon'), 'Email' (with placeholder 'joselitobangon@gmail.com'), 'Office' (with placeholder 'DENR Region IX'), 'Password' (with placeholder '.....'), and 'Confirm Password' (with placeholder '.....'). At the bottom of the form, there is a link 'Already registered?' and a 'REGISTER' button circled in red.

<https://clientsatisfactionmeasurement.online/>

STEP 2

ADD ALL OFFICE SERVICES

The screenshot shows the 'Services' page in a web browser. The 'Services' menu item in the top navigation bar is circled in red. A search bar and a plus sign button are also circled in red. An 'Add New Service' modal is open, showing two input fields: 'Service Name' with the text 'Filing of Leave Application' and 'Service Description' with the text 'For personnel leave application'. Both input fields and the 'Save' button are circled in red.

Add each of your office services individually. Later, you'll assign these services to the respective offices responsible for providing them. Keep in mind, a single service can be assigned to multiple offices. Be sure to include all the services listed in your citizen's charter so that you can assign them to the appropriate offices later.

The screenshot shows the 'Services' page with a table of existing services. The table has columns for '#', 'Service Name', and 'Service Description'. Three services are listed: 'Job Application', 'Filing of Complaints', and 'Filing of Leave Application'. Each row has edit and delete icons. A red circle highlights an empty input field in the top right corner of the table area.

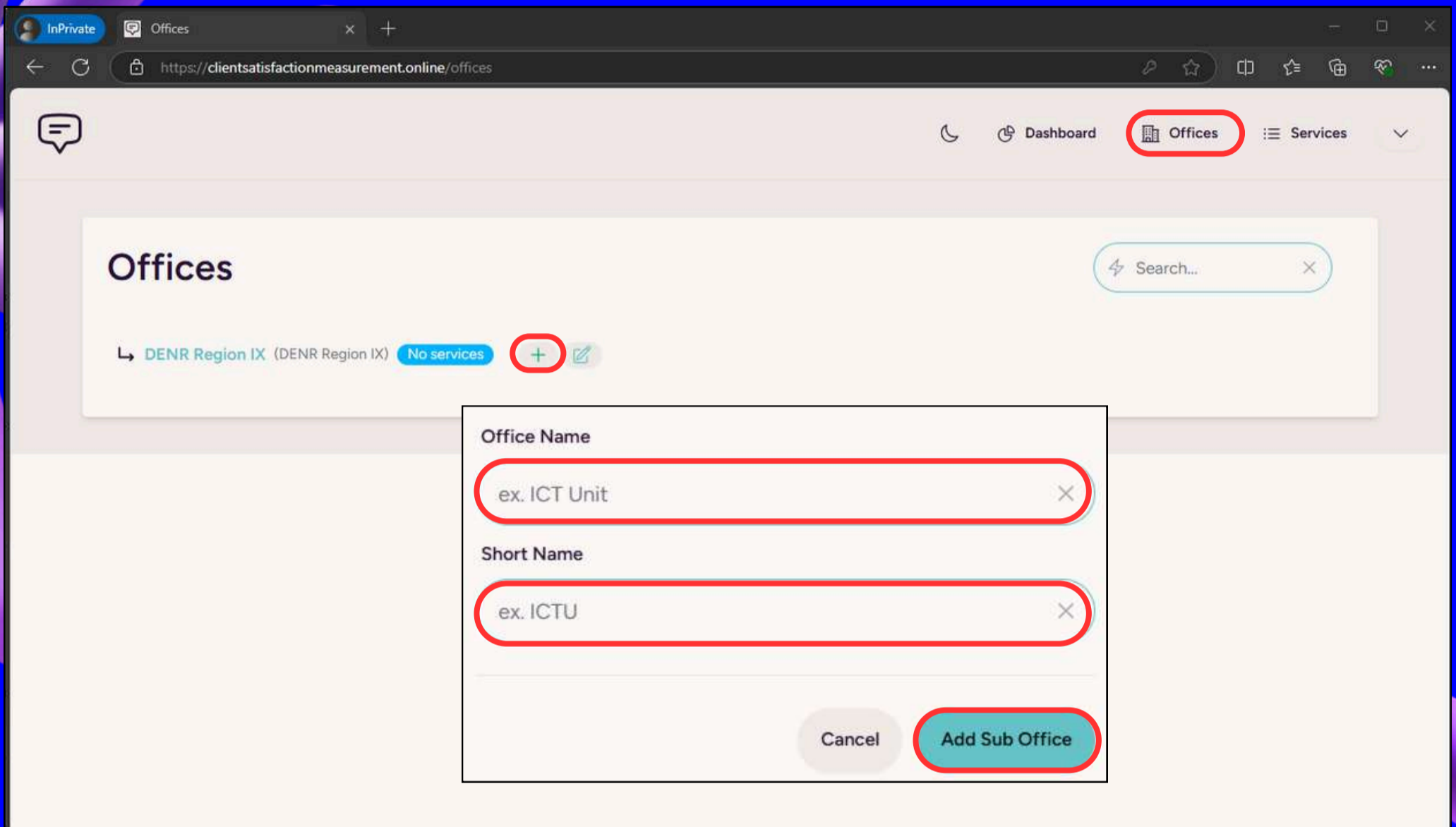
#	Service Name	Service Description
1	Job Application	For submission of job application of any vacancies.
2	Filing of Complaints	Complaints
3	Filing of Leave Application	For personnel leave application

You can use the pencil icon to edit a service or the trash icon to delete it. Be sure to include all the services listed in your citizen's charter so that you can assign them to the appropriate offices later.

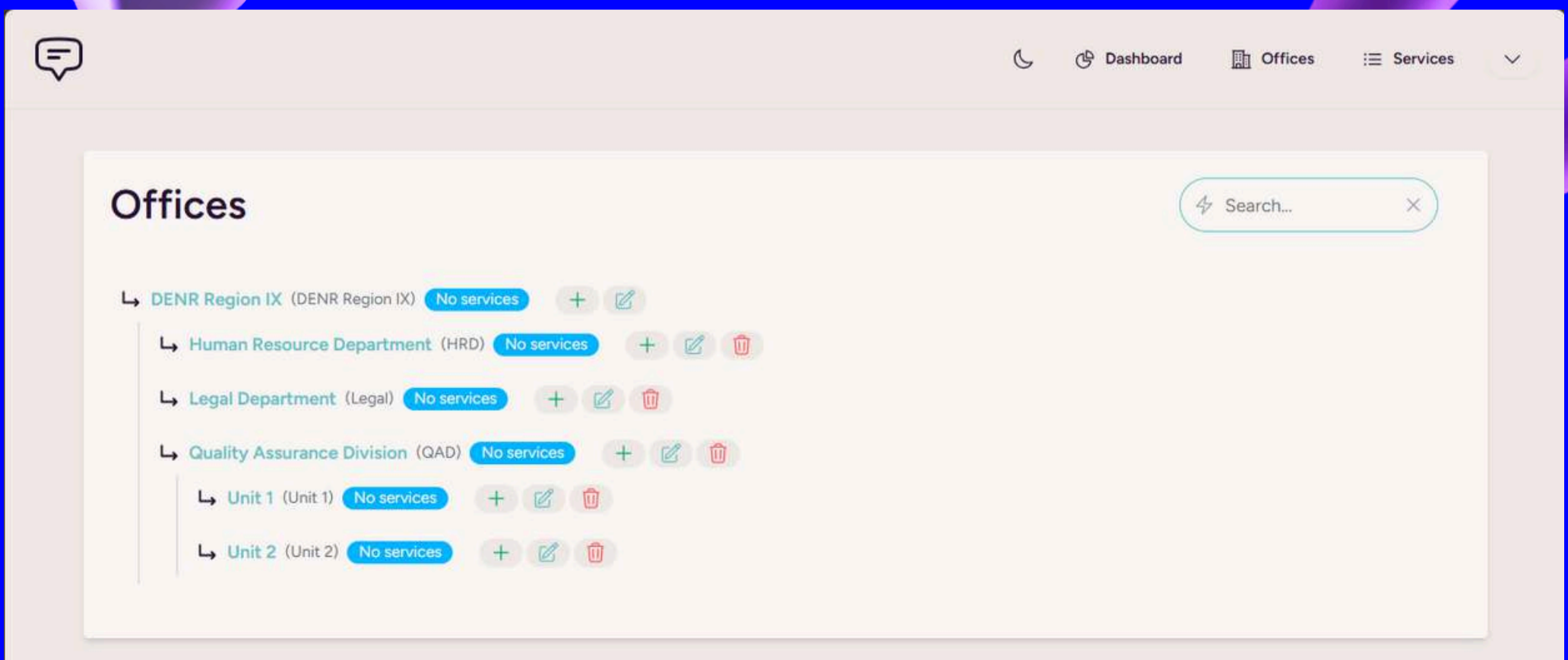
<https://clientsatisfactionmeasurement.online/>

STEP 3

ADD OFFICES



The office name you provide during registration becomes your account's main office. You can add sub-offices by clicking the plus icon next to the office name. Be sure to organize offices according to their hierarchy, as this will be especially useful when generating reports for both main offices and their sub-offices. Sub-offices can have their own sub-offices, and so on. The indentation of office names will indicate the hierarchy between main offices and sub-offices.

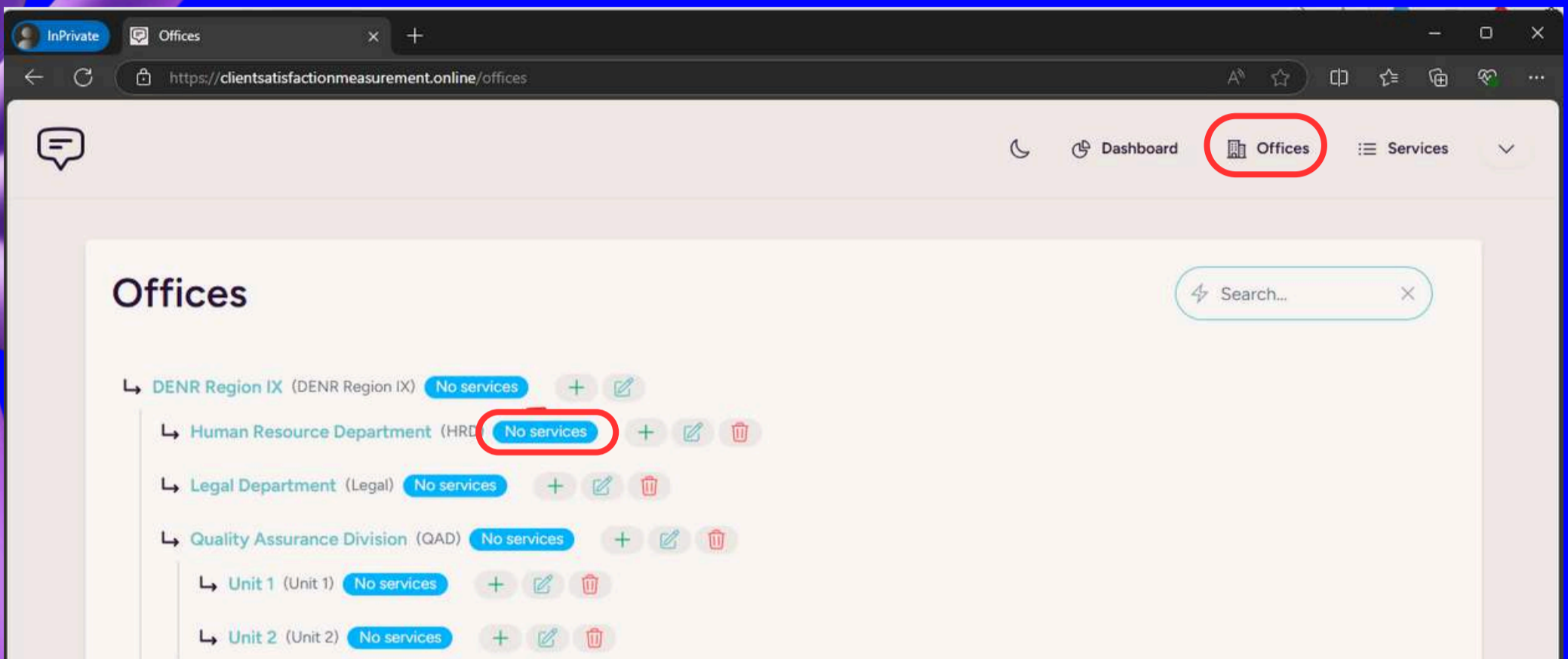


You can use the pencil icon to edit a sub-office and its description. Likewise, you can use the trash icon to delete an office.

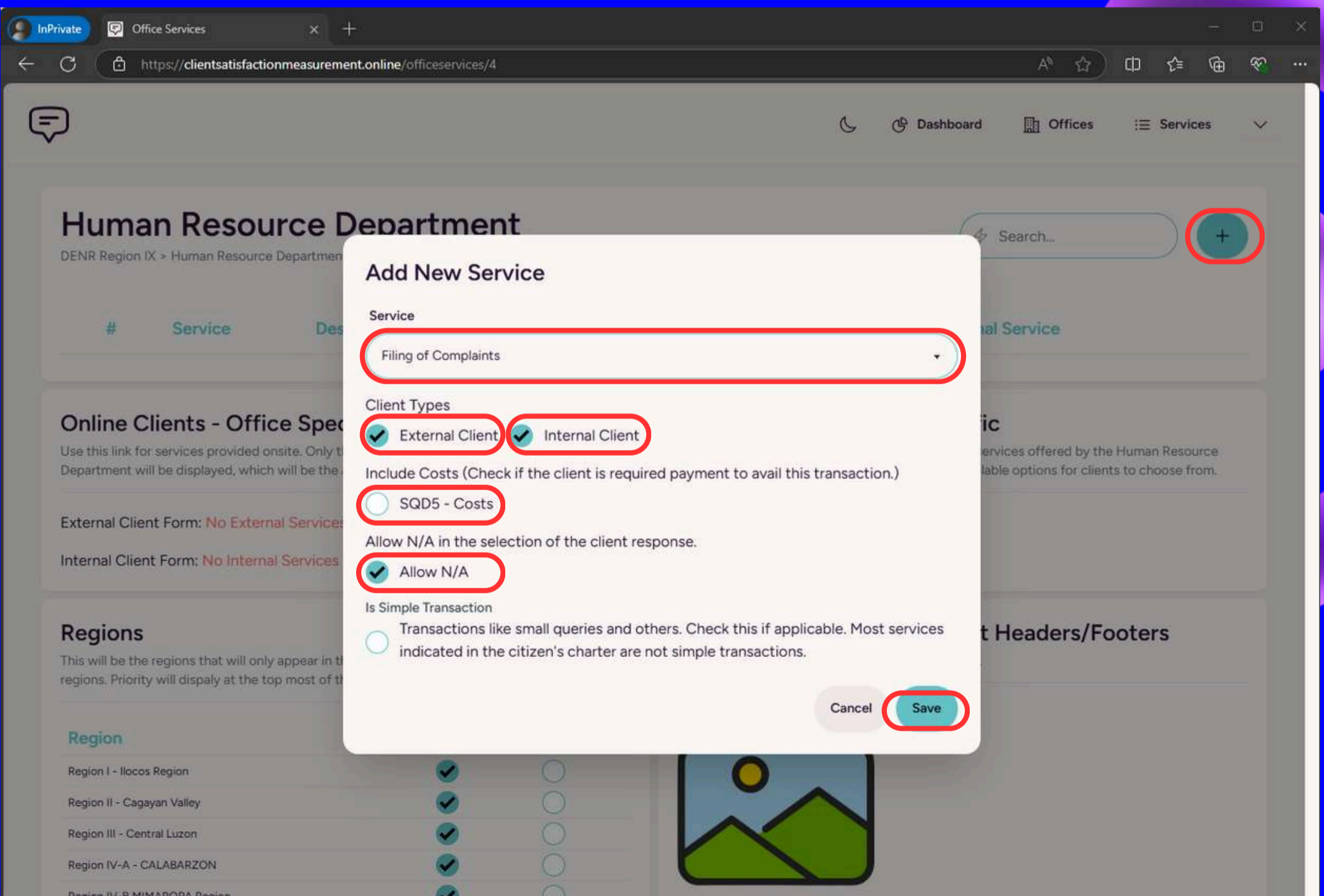
<https://clientsatisfactionmeasurement.online/>

STEP 4

ASSIGN SERVICES TO OFFICE



In this example, we will be adding services to the Human Resource Department. Click on the “No Services” label.



- Select the service from the Services dropdown.
- Check the External Client box if the service selected is available to external clients. Do the same for the Internal Client option.
- Check the Include Cost box if a payment is required for the service.
- Lastly, check the Allow N/A box if you want to permit clients to submit N/A answers in the CSM form.

Human Resource Department

DENR Region IX > Human Resource Department

Search...



#	Service	Description	Is Simple?	External Service	Internal Service				
1	Filing of Complaints	Complaints	No	Yes	Yes				
SQD0	SQD1	SQD2	SQD3	SQD4	SQD5	SQD6	SQD7	SQD8	N/A
✓	✓	✓	✓	✓	✗	✓	✓	✓	✓

Online Clients - Office Specific

Use this link for services provided onsite. Only the services offered by the Human Resource Department will be displayed, which will be the available options for clients to choose from.

External Client Form: [Copy Link](#)

<https://clientsatisfactionmeasurement.online/form/0/0/1/eyJpdil6lkUyNURwTEUyQ0huamNzcmV3V0dSaGc9PSIsInZhbHVlIjoieTArTEpvT2tZWdNNHQ1YlQrLOIRUT09liwiUT09liwibWFjIjoieTY0ZWE5NzZwNzRkNzdlNWExMWM0YzBmOGMwMzQxZGJhMjMwMzZiMDc4ZmMzNDRIZThkYTRmNDIzYWQwYWVvYiIsInRhZyI6IiJ9>

Internal Client Form: [Copy Link](#)

<https://clientsatisfactionmeasurement.online/form/0/0/0/eyJpdil6lVEOW9lbWxra2JQS3kxR0p5UGZCT2c9PSIsInZhbHVlIjoieT2tIRnJPeTI1RGFkS0dHWC9jcHZBUT09IiwibWFjIjoieYzY0ZWE5NzZwNzRkNzdlNWExMWM0YzBmOGMwMzQxZGJhMjMwMzZiMDc4ZmMzNDRIZThkYTRmNDIzYWQwYWVvYiIsInRhZyI6IiJ9>

Onsite Clients - Office Specific

Use this link for services provided onsite. Only the services offered by the Human Resource Department will be displayed, which will be the available options for clients to choose from.

External Client Form: [Copy Link](#)

<https://clientsatisfactionmeasurement.online/form/1/0/1/eyJpdil6lkcUU4zeGtbk9oRXJMNEUxUGFyY1E9PSIsInZhbHVlIjoieTArTEpvT2tZWdNNHQ1YlQrLOIRUT09liwiUT09liwibWFjIjoieYzY0ZWE5NzZwNzRkNzdlNWExMWM0YzBmOGMwMzQxZGJhMjMwMzZiMDc4ZmMzNDRIZThkYTRmNDIzYWQwYWVvYiIsInRhZyI6IiJ9>

Internal Client Form: [Copy Link](#)

<https://clientsatisfactionmeasurement.online/form/1/0/0/eyJpdil6lk8xekZyTTQ5Q2piU1JXWFFnWVNmckE9PSIsInZhbHVlIjoieS1piNOZXTzNwM2tseUp4SGJWM1JSZz09liwibWFjIjoieYzY0ZWE5NzZwNzRkNzdlNWExMWM0YzBmOGMwMzQxZGJhMjMwMzZiMDc4ZmMzNDRIZThkYTRmNDIzYWQwYWVvYiIsInRhZyI6IiJ9>

You will be provided with four links for the evaluation: one for online/external clients, one for online/internal clients, one for onsite/external clients, and one for onsite/internal clients. The term online refers to services that are availed online.

Take note that these links are office-specific, meaning only the services from this office will be available for the client to choose from when filling out the form. If the system detects that this office has sub-offices, another set of four links will automatically appear. These links will include the services of the sub-offices associated with the currently selected office. It's up to you to choose which links you will use.

Regions

This will be the regions that will only appear in the client form. None selected will display all regions. Priority will display at the top most of the list.

Region	Is Included	Is Priority
Region I - Ilocos Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region II - Cagayan Valley	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region III - Central Luzon	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region IV-A - CALABARZON	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region IV-B MIMAROPA Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region V - Bicol Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region VI - Western Visayas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region VII - Central Visayas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region VIII - Eastern Visayas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region IX - Zamboanga Peninsula	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region X - Northern Mindanao	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region XI - Davao Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region XII - SOCCSKSARGEN	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Region XIII - Caraga	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NCR - National Capital Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CAR - Cordillera Administrative Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BARMM - Bangsamoro Autonomous Region in Muslim Mindanao	<input checked="" type="checkbox"/>	<input type="checkbox"/>

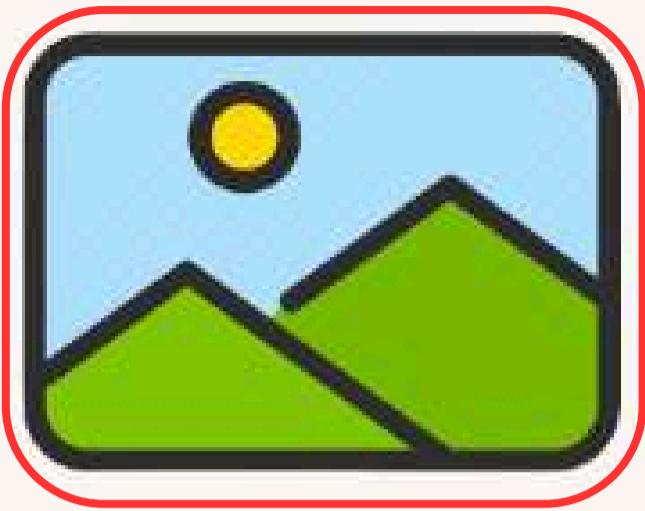
Save

By default, all regions will be automatically available options for clients to choose from. You can add or remove a region from the selection by checking or unchecking the Is Included checkbox. Additionally, you can check the Is Priority checkbox to make the region appear at the top as the first option in the selection.

Form Header Images & Report Headers/Footers

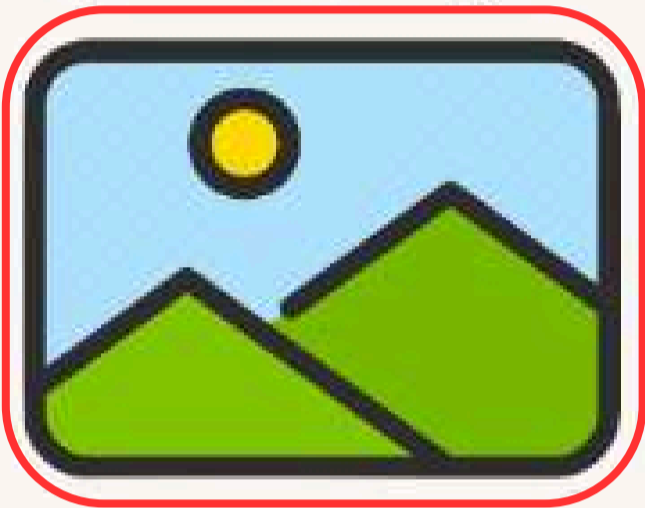
This image will appear at the top of the online form.

Form Header Image



Click the form header image to upload a new form image for selected office. This image will be displayed at the top of your online form. The ideal image dimension is 1500x500 pixels, which is approximately 39.69 cm wide and 13.23 cm high at 96 DPI. However, you are free to experiment with other dimensions to suit your design needs.

Report Header Image



Click the report header image to upload a new report header for this office. This image will appear on the report page. The ideal image dimension to fit the report on an A4 page is 789x143 pixels, which is approximately 20.85 cm wide and 3.78 cm high at 96 DPI. However, you are free to experiment with different sizes to suit your design needs.

Report Footer Image



Click the report footer image to upload a new report footer for this office. This image will appear on the report page. The ideal image dimension to fit the report on an A4 page is 856x119 pixels, which is approximately 22.67 cm wide and 3.15 cm high at 96 DPI. However, you are free to experiment with different sizes to suit your design needs.

Prepared by Name

Position

Separate with | for multiline

Attested by Name

Position

Separate with | for multiline

SAVE

NOTE: You are only saving settings for a specific office. If a particular office does not have its own settings, it will inherit the settings from its parent office. This means that if your settings are the same for all offices, you only need to configure the settings for your main office. These settings will then automatically apply to each of your sub-offices.

<https://clientsatisfactionmeasurement.online/>

STEP 5

CREATING FORM LINKS

The screenshot shows the 'Offices' page in the system. The 'Human Resource Department (HRD)' is selected, and its '1 services' button is circled in red. The page also shows a search bar and navigation tabs for 'Dashboard', 'Offices', and 'Services'.

The screenshot shows the 'Human Resource Department' page. It features a table of services and two sections for creating form links: 'Online Clients - Office Specific' and 'Onsite Clients - Office Specific'. Each section has 'Copy Link' buttons circled in red next to the 'External Client Form' and 'Internal Client Form' labels.

#	Service	Description	Is Simple?	External Service	Internal Service
1	Filing of Complaints	Complaints	No	Yes	Yes

Online Clients - Office Specific
Use this link for services provided onsite. Only the services offered by the Human Resource Department will be displayed, which will be the available options for clients to choose from.

External Client Form: [Copy Link](https://clientsatisfactionmeasurement.online/form/0/0/1/eyJpdil6lm9yekpsdmpXY0VKQnFHTnR5dIV6NVE9PSIsInZhbHVlljoiYzRVcGQrdVRuY3pudEVLL1UrZXc0UT09liwibWFjloiOWlwMmNmMGNkZDIwYTRjOGE2OGIOZDk1N2YyZmYyMTIkn2ViY2M1NzEyMTQ2Zjg1NGZhMDFINWJhYTg5MmWI1NiIsInRhZyI6iiJ9)
Internal Client Form: [Copy Link](https://clientsatisfactionmeasurement.online/form/0/0/0/eyJpdil6ljY0NVZGbbXRITXB6RGlaV3Q2Z3pMR3c9PSIsInZhbHVlljoiHk4SW80WE9wOVBJWFZqcFkvRctwdz09liwibWFjloiYTZiNGlwZTdIOG11YzgxZDM5NzIxODQ3OGJhZjc3NGlxM2MyMGQ0Zjg5ZWU4YWVmOGRINTUzN2U0MDI3MDVhYSIsInRhZyI6iiJ9)

Onsite Clients - Office Specific
Use this link for services provided onsite. Only the services offered by the Human Resource Department will be displayed, which will be the available options for clients to choose from.

External Client Form: [Copy Link](https://clientsatisfactionmeasurement.online/form/1/0/1/eyJpdil6lk9vOEptalJWmUJHbXI5M2hhRmM5NUE9PSIsInZhbHVlljoidDJIMW90eUxaZHhteXFRSnZQekRxdz09liwibWFjloiOTJjOWQ0ZmlxNDg5YjUyODg5NDJmNjA2MTIOZGNjYzlhYWUwN2E5NTcyODQ4MjBmMjhjNDRIY2I3ZWUwYjIxNiIsInRhZyI6iiJ9)
Internal Client Form: [Copy Link](https://clientsatisfactionmeasurement.online/form/1/0/0/eyJpdil6lnRBZkhDTTF4RW1wZVdSQWEvZzN4Rnc9PSIsInZhbHVlljoiSXhmVlc3TOIFaUZwU2lvTDFLUm9iQT09liwibWFjloiMTBkMTY2MmQwYjczMjBINjJkYzE2Y2EzN2RiZGI0ZDMxNGZmZTdmZjgxOTdkNDJmODQ1Nzg0ODFiZTgwYzQwZCIsInRhZyI6iiJ9)

Choose the link that suits your needs. Remember that there are links specific to each office and links that include sub-offices.



The reason there are different links for online and onsite clients is that the questions based on ARTA differ as well.

STEP 6

(CLIENT) FILLING OUT FORM

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External Client Feedback Form (Onsite)

1 2 3 4 5 ✓

Select Language

English Tagalog Bisaya

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)

Sex

Male Female

Age

How old are you?

Region of Residence

Region I - Ilocos Region

Next >>>

https://clientsatisfactionmeasurement.online/

STEP 7

DASHBOARD

The screenshot displays the dashboard interface with the following elements:

- Navigation:** A top bar with a 'Dashboard' tab highlighted in red, along with 'Offices' and 'Services' menus.
- Filters:** A section with dropdowns for 'Include Sub Offices' (Yes), 'Office' (DENR Region IX), 'Sub Office' (N/A), 'Type' (This Week), 'Date From' (10/07/2024), and 'Date To' (10/13/2024). A 'Generate Reports' button is also present.
- Navigation Tabs:** Four tabs are visible: 'Overall' (highlighted in red), 'Comments/Suggestions' (highlighted in red), 'Age/Sex/Region' (highlighted in red), and 'Services Details' (highlighted in red).
- Key Metrics:** Three cards showing 'Total Responses' (1), 'CC Awareness' (100.00%), 'CC Visibility' (100.00%), and 'CC Helpfulness' (100.00%).
- Service Satisfaction (SQD0):** A table showing a 100.00% 'Outstanding' score.
- Overall Score (SQD1 - SQD8):** A table showing an 87.50% 'Satisfactory' score, with most categories at 100.00% 'Outstanding' and 'SQD8 - Outcome' at 0.00% 'Poor'.

Service Satisfaction (SQD0)

100.00% [Outstanding]

Strongly Agree	1
Agree	0
Neutral	0
Disagree	0
Strongly Disagree	0
Not Applicable	0

Overall Score (SQD1 - SQD8)

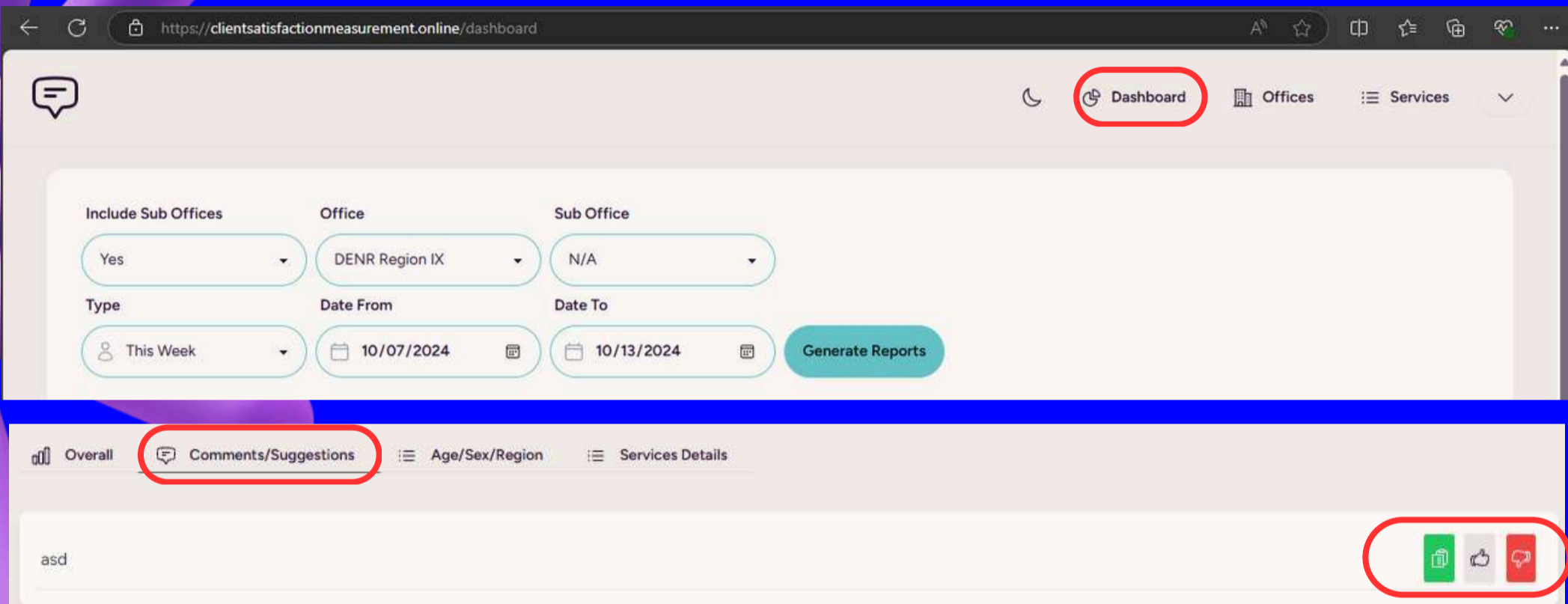
87.50% [Satisfactory]

SQD1 - Responsiveness	100.00% [Outstanding]
SQD2 - Reliability	100.00% [Outstanding]
SQD3 - Access and Facilities	100.00% [Outstanding]
SQD4 - Communication	100.00% [Outstanding]
SQD5 - Costs	100.00% [Outstanding]
SQD6 - Integrity	100.00% [Outstanding]
SQD7 - Assurance	100.00% [Outstanding]
SQD8 - Outcome	0.00% [Poor]

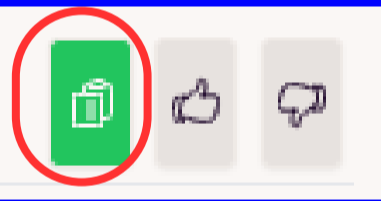
<https://clientsatisfactionmeasurement.online/>

STEP 8

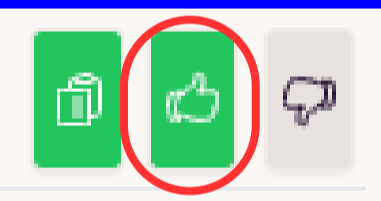
TAGGING COMMENTS



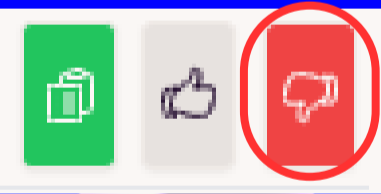
You can click any of the three buttons to tag them accordingly.



The first button is green, indicating that the comment will be included in the report. To exclude a comment, just click again the first button.



You can click the thumbs-up button to indicate that the feedback is positive, and it will be highlighted in the automated report.

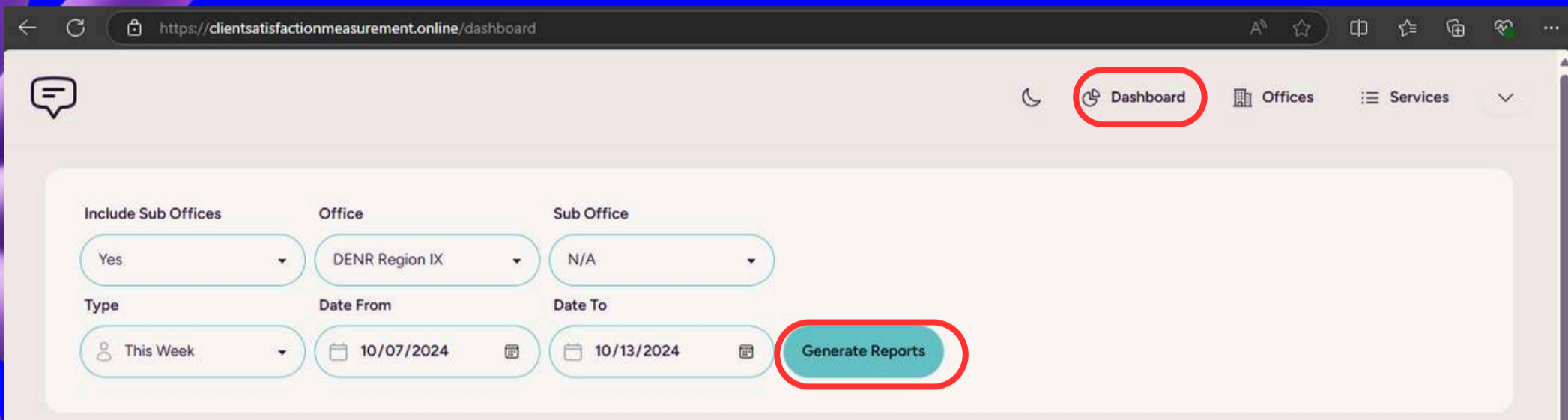


You can click the thumbs-down button to indicate that the feedback is negative, and it will be displayed in red in the automated report.

<https://clientsatisfactionmeasurement.online/>

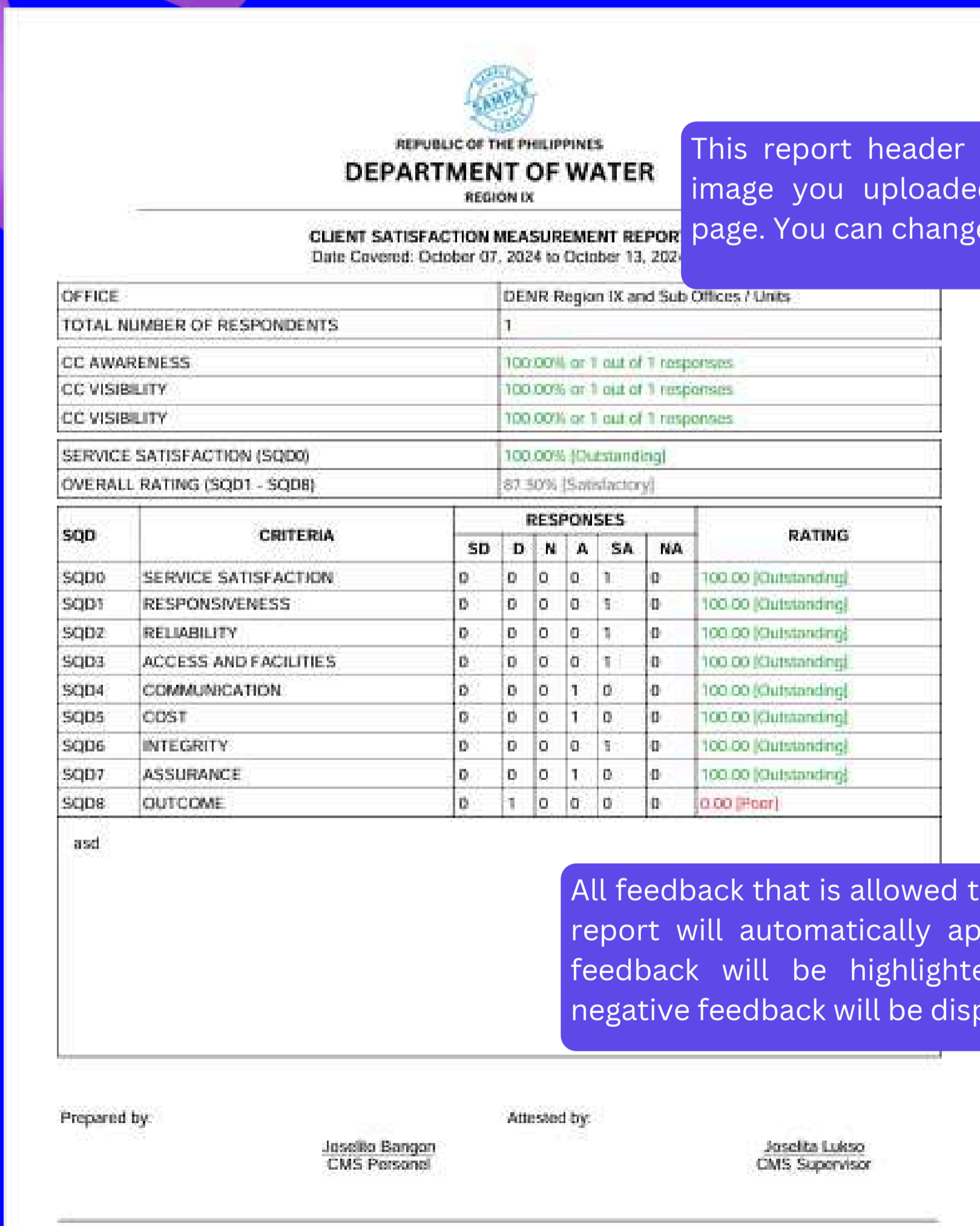
STEP 9

GENERATING REPORT



The screenshot shows the dashboard interface with the following filters and options:

- Include Sub Offices: Yes
- Office: DENR Region IX
- Sub Office: N/A
- Type: This Week
- Date From: 10/07/2024
- Date To: 10/13/2024
- Generate Reports button (highlighted with a red circle)



The report header includes the logo of the Department of Water, Region IX, and the title "CLIENT SATISFACTION MEASUREMENT REPORT". The date covered is "October 07, 2024 to October 13, 2024".

OFFICE	DENR Region IX and Sub Offices / Units
TOTAL NUMBER OF RESPONDENTS	1
CC AWARENESS	100.00% or 1 out of 1 responses
CC VISIBILITY	100.00% or 1 out of 1 responses
CC VISIBILITY	100.00% or 1 out of 1 responses
SERVICE SATISFACTION (SQD0)	100.00% [Outstanding]
OVERALL RATING (SQD1 - SQD8)	87.50% [Satisfactory]

SQD	CRITERIA	RESPONSES						RATING
		SD	D	N	A	SA	NA	
SQD0	SERVICE SATISFACTION	0	0	0	0	1	0	100.00 [Outstanding]
SQD1	RESPONSIVENESS	0	0	0	0	1	0	100.00 [Outstanding]
SQD2	RELIABILITY	0	0	0	0	1	0	100.00 [Outstanding]
SQD3	ACCESS AND FACILITIES	0	0	0	0	1	0	100.00 [Outstanding]
SQD4	COMMUNICATION	0	0	0	1	0	0	100.00 [Outstanding]
SQD5	CDST	0	0	0	1	0	0	100.00 [Outstanding]
SQD6	INTEGRITY	0	0	0	0	1	0	100.00 [Outstanding]
SQD7	ASSURANCE	0	0	0	1	0	0	100.00 [Outstanding]
SQD8	OUTCOME	0	1	0	0	0	0	0.00 [Poor]

asd

This report header image is from the image you uploaded on the settings page. You can change it at any time.

All feedback that is allowed to be included in the report will automatically appear here. Positive feedback will be highlighted in green, while negative feedback will be displayed in red.

Prepared by: Joselita Bangon
CMS Personnel

Attested by: Joselita Lukso
CMS Supervisor



Client Satisfaction Measurement
<https://clientsatisfactionmeasurement.online/>
Located at: Manila City
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