Client Satisfaction Measurement
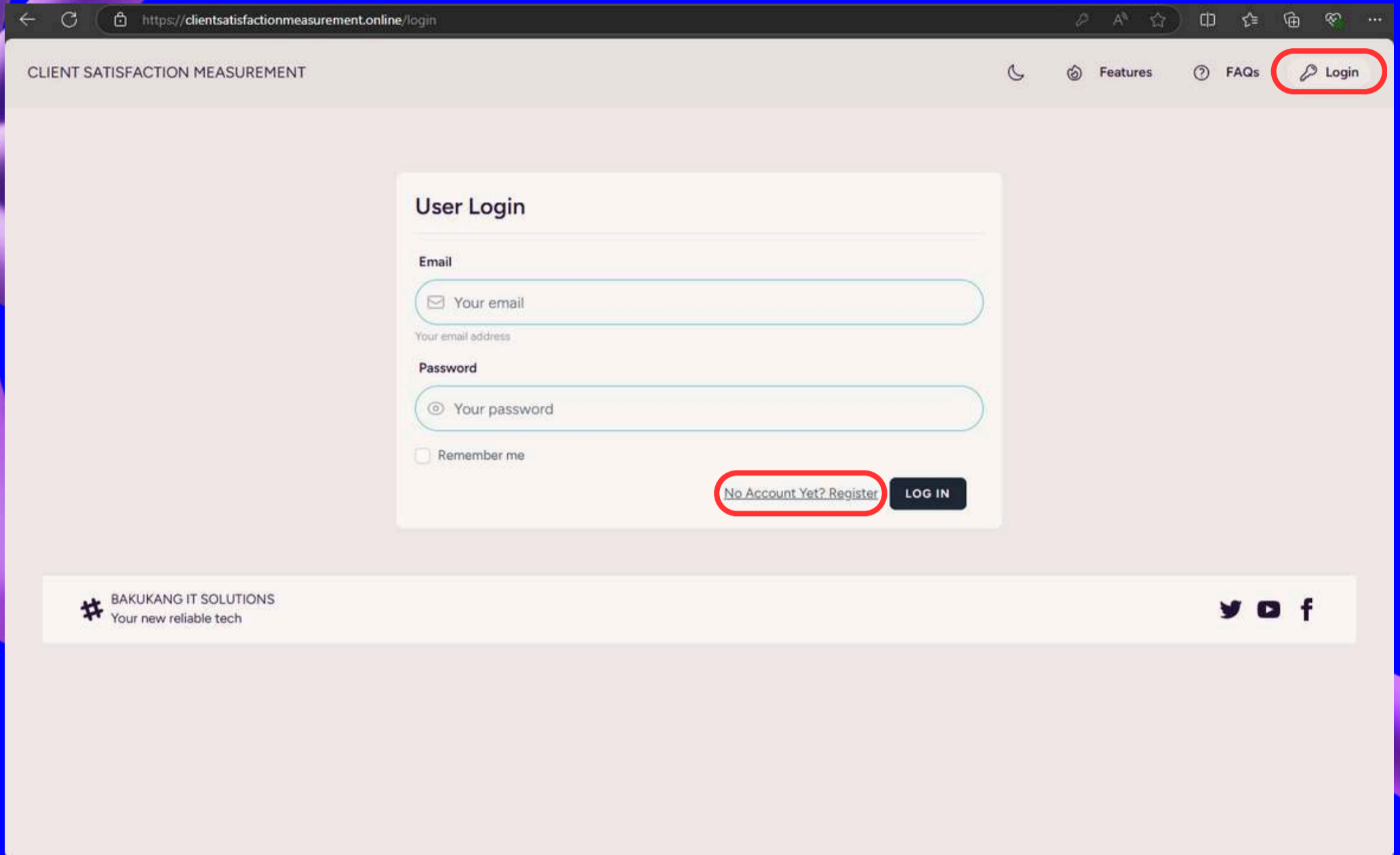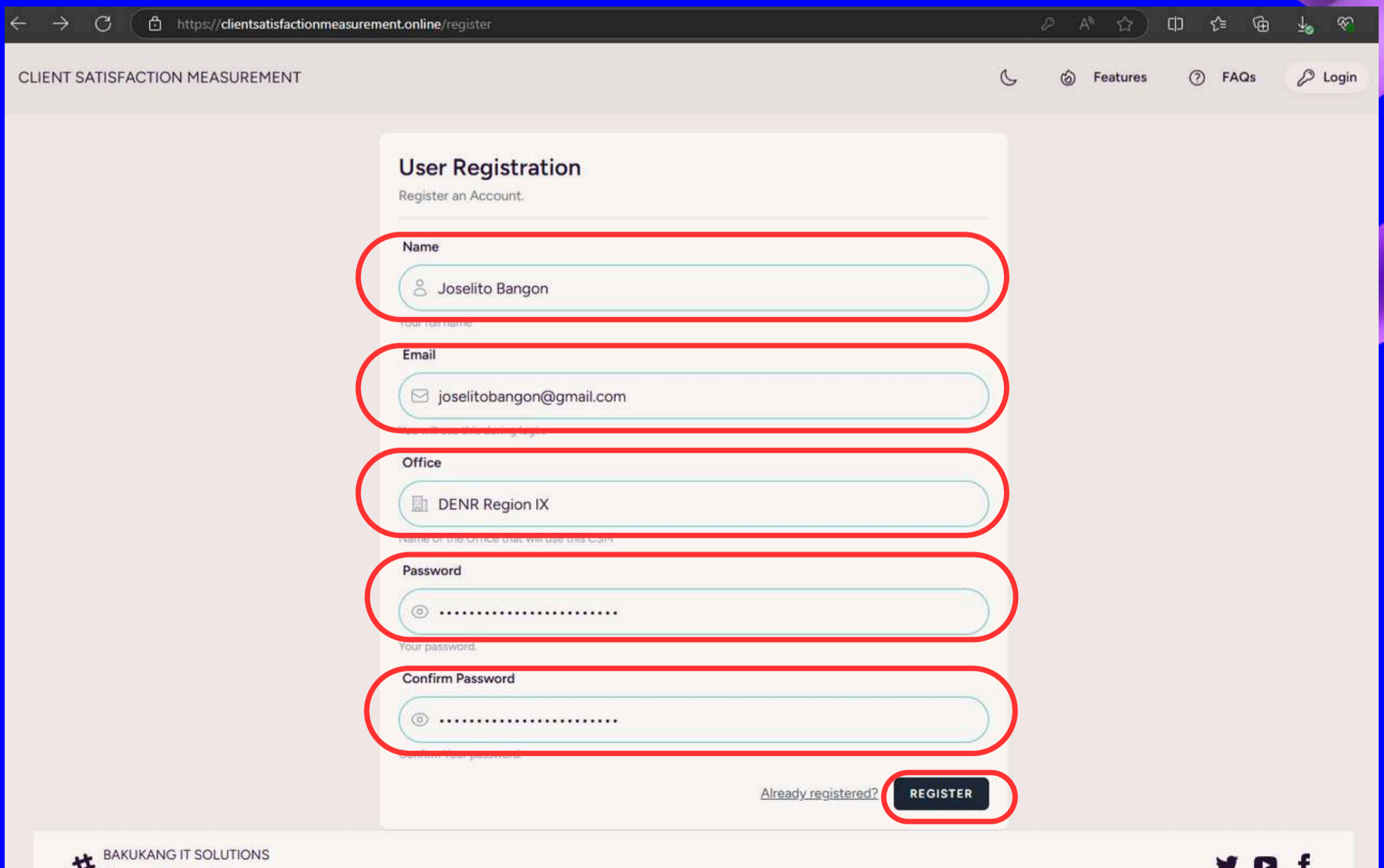
USER MANUAL

https://clientsatisfactionmeasurement.online/

STEP 1

REGISTER AN ACCOUNT

STEP 2

ADD ALL OFFICE SERVICES

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.

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.

STEP 3

ADD OFFICES
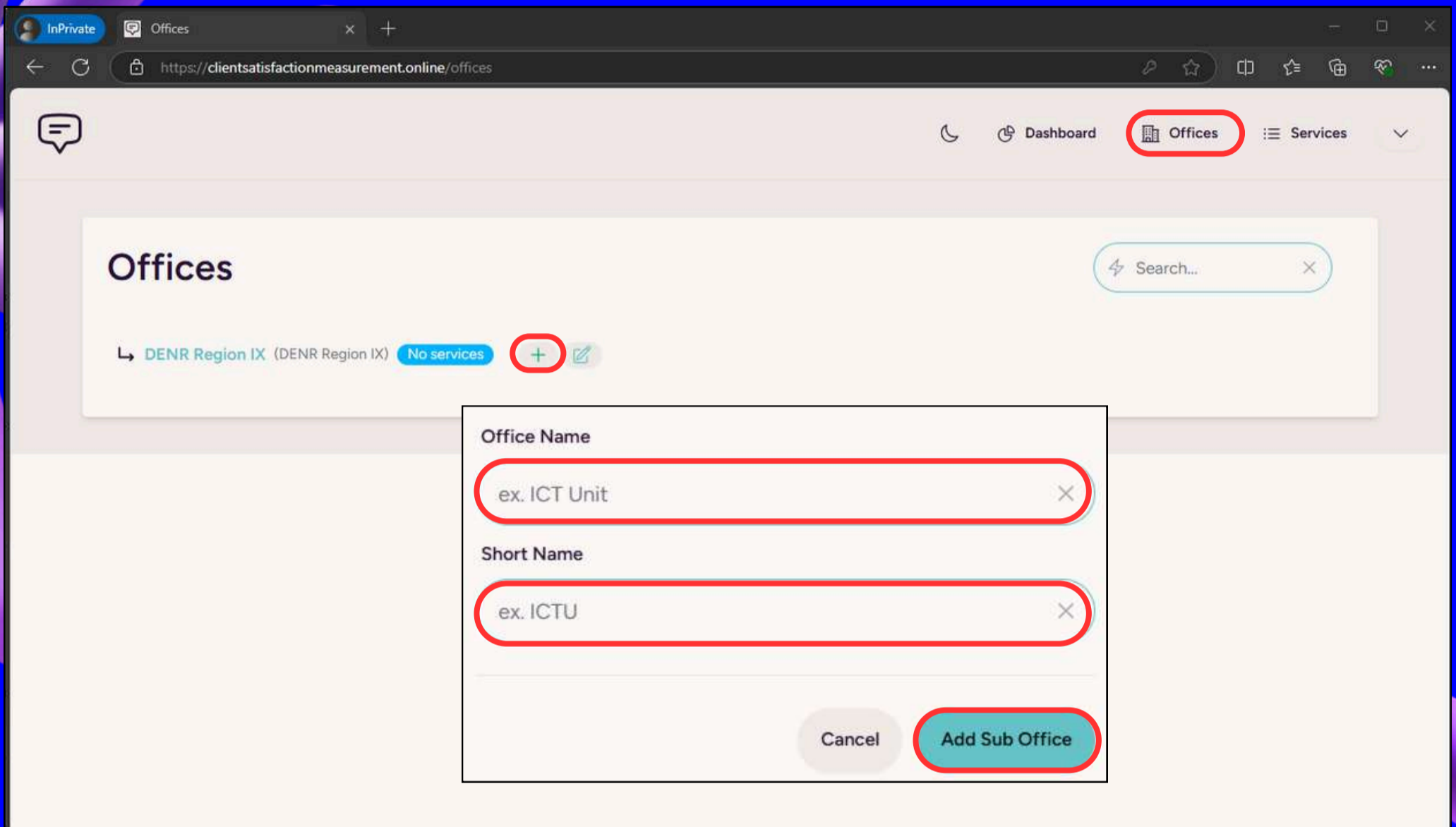
The office name you provide during registration becomes your account's main office. You can add sub-offices by clicking the plus icon next to the office name. Be sure to organize offices according to their hierarchy, as this will be especially useful when generating reports for both main offices and 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.
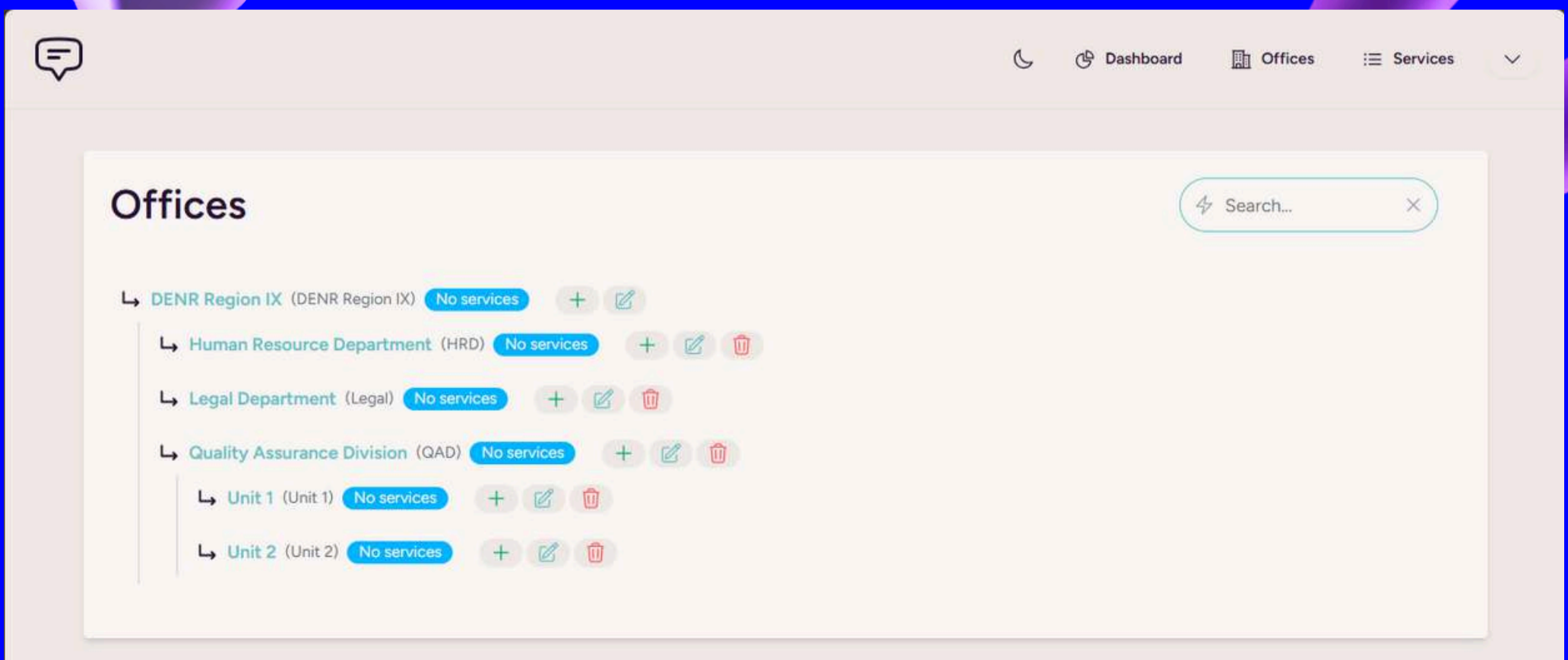
You can use the pencil icon to edit a sub-office and its description. Likewise, you can use the trash icon to delete an office.

STEP 4

ASSIGN SERVICES TO OFFICE

Offices

Search...

↳ DENR Region IX (DENR Region IX) No services + ✎
  ↳ Human Resource Department (HRD No services + ✎ 🗑
  ↳ Legal Department (Legal) No services + ✎ 🗑
  ↳ Quality Assurance Division (QAD) No services + ✎ 🗑
   ↳ Unit 1 (Unit 1) No services + ✎ 🗑
   ↳ Unit 2 (Unit 2) No services + ✎ 🗑

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

Human Resource Department

DENR Region IX > Human Resource Department

Add New Service

Service

Filing of Complaints ▾

Client Types

☑ External Client ☑ Internal Client

Include Costs (Check if the client is required payment to avail this transaction.)

◯ SQD5 - Costs

Allow N/A in the selection of the client response.

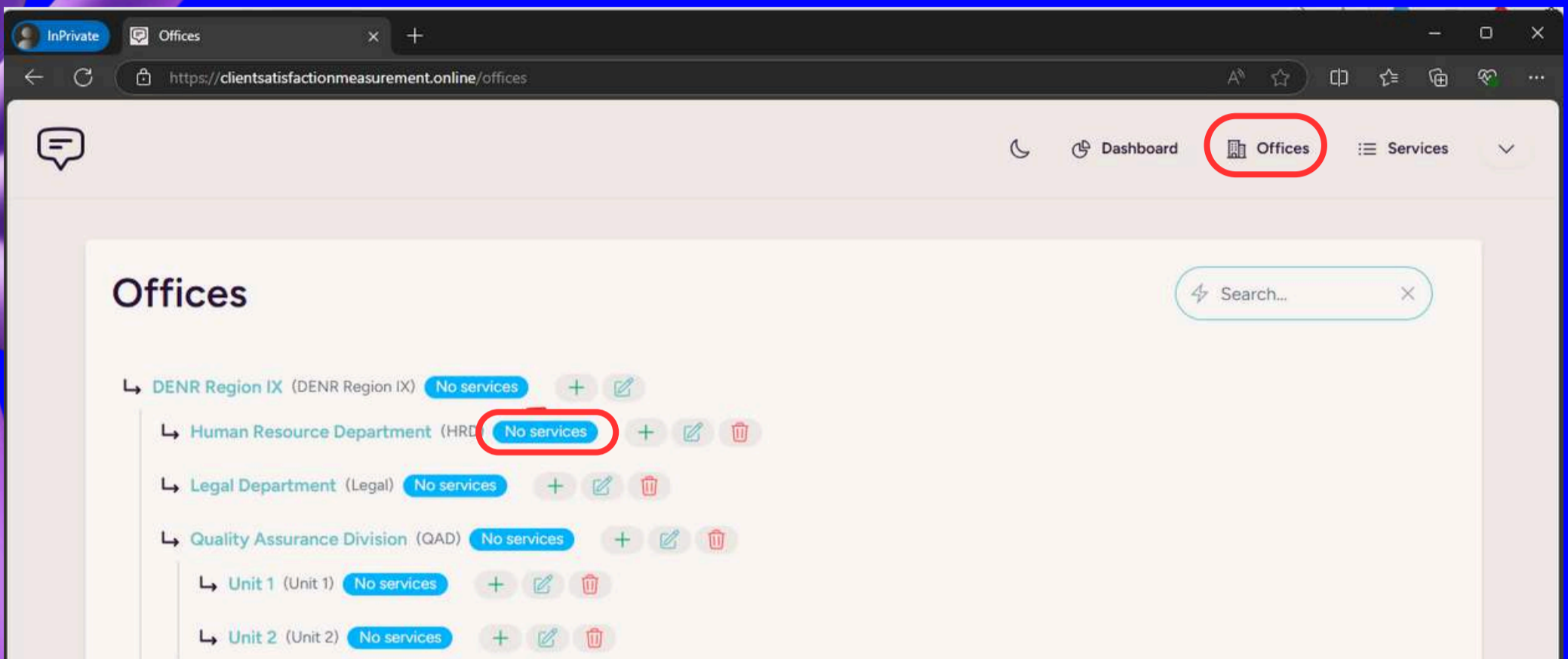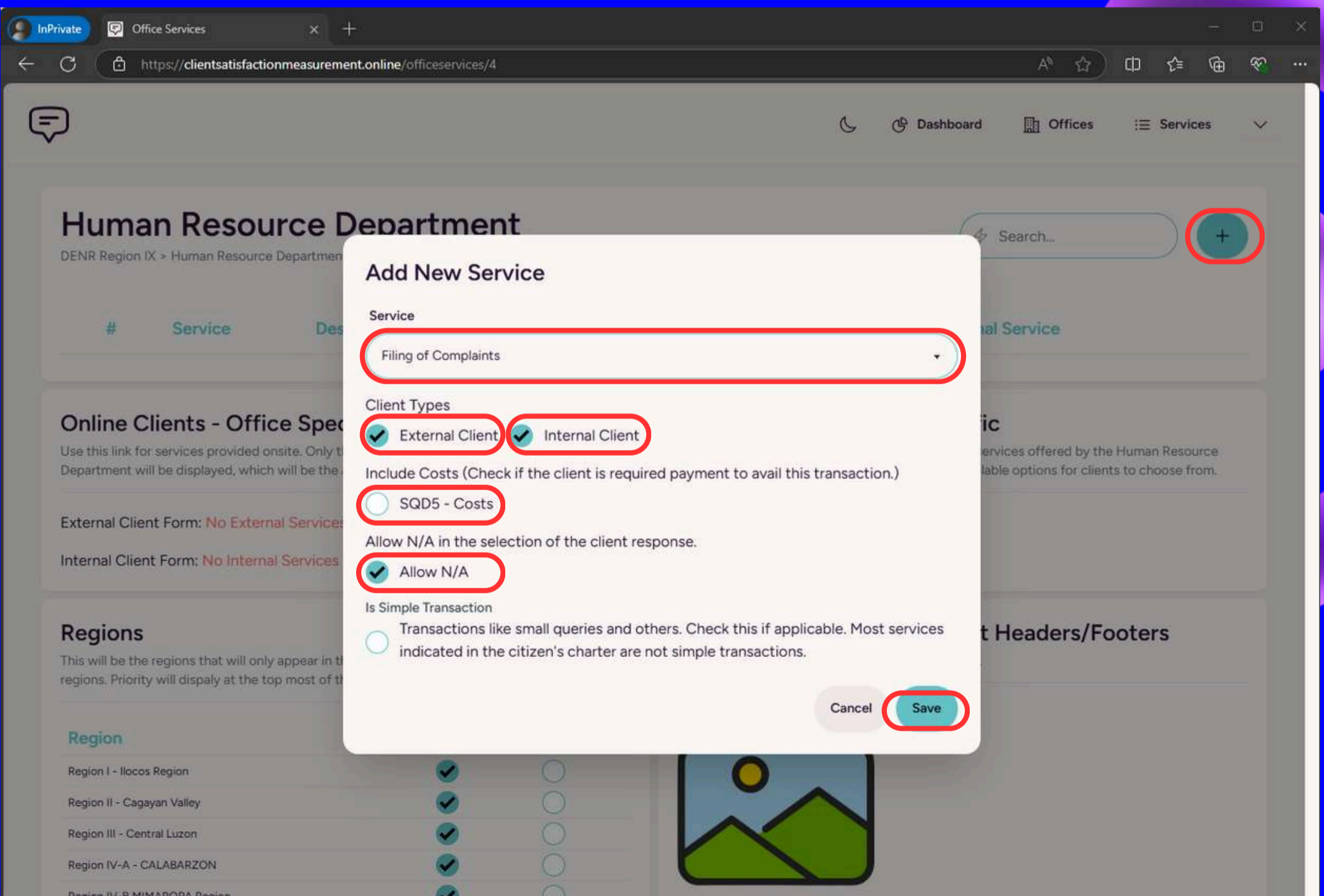☑ Allow N/A

Is Simple Transaction

◯ Transactions like small queries and others. Check this if applicable. Most services indicated in the citizen's charter are not simple transactions.

Cancel Save

Regions

Region I - Ilocos Region
Region II - Cagayan Valley
Region III - Central Luzon
Region IV-A - CALABARZON
Region IV-B MIMAROPA Region

- 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/eyJpdiI6IkUyNURwTEUyQ0huamNzcmV3V0dSaGc9PSIsInZhbHVlIjoiVk9ob3Bka1VUUkNxbVRjWm05bmdFUT09IiwibWFjIjoiMTY0ZWE5NzcwNzRkNzdlNWExMWM0YzBmOGMwMzQxZGJhMjMwMzZiMDc4ZmMzNDRlZThkYTRmNDIzYWQwYWVkYiIsInRhZyI6IiJ9

Internal Client Form: **Copy Link**

https://clientsatisfactionmeasurement.online/form/0/0/0/eyJpdiI6IjVEOW9lbWWxra2JQS3kxR0p5UGZCT2c9PSIsInZhbHVlIjoiT2tIRnJPeTl1RGFkS0dHWC9jcHZBUT09IiwibWFjIjoiYTgxMmE1MGVkMGQ2MmU2ZDE3Yjc1YjVlYTQ3MTMwYzcwMGMxNGY1MDZkNmYxMGVhMDY4ZjM1OWEyZWE1NDY3NylsInRhZyI6IiJ9

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/eyJpdiI6IjcxUU4zeGtibk9oRXJMNEUxUGFxY1E9PSIsInZhbHVIIjoieTArTEpvT2tlZWdNNHHQ1YlQrL0lRUT09IiwibWFjIjoiOWVhYWY5YjM0NGQ3NjYzMjdmMDE1OTFhYjZmMGZIMDFmMDY5NDk5MmM5YTU3N2RiZGlyYzAyNDl0MmY3MjlhNiIsInRhZyI6IiJ9

Internal Client Form: **Copy Link**

https://clientsatisfactionmeasurement.online/form/1/0/0/eyJpdiI6Ik8xekZyTTQ5Q2piU1JXWFFnWVNmckE9PSIsInZhbHVIIjoiS1piN0ZXTzNwM2tseUp4SGJWM1JSZz09liwibWFjIjoiYzk2MTA0Mzc4MGM2MTViMWE2YTUzZjVhM2QxMjA3ZjMwOWZlN2IyODJiMDdjODBlOGVlYzQ5NGJhNDAxOWNjMCIsInRhZyI6IiJ9

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	✓	○
Region II - Cagayan Valley	✓	○
Region III - Central Luzon	✓	○
Region IV-A - CALABARZON	✓	○
Region IV-B MIMAROPA Region	✓	○
Region V - Bicol Region	✓	○
Region VI - Western Visayas	✓	○
Region VII - Central Visayas	✓	○
Region VIII - Eastern Visayas	✓	○
Region IX - Zamboanga Peninsula	✓	○
Region X - Northern Mindanao	✓	○
Region XI - Davao Region	✓	○
Region XII - SOCCSKSARGEN	✓	○
Region XIII - Caraga	✓	○
NCR - National Capital Region	✓	○
CAR - Cordillera Administrative Region	✓	○
BARMM - Bangsamoro Autonomous Region in Muslim Mindanao	✓	○

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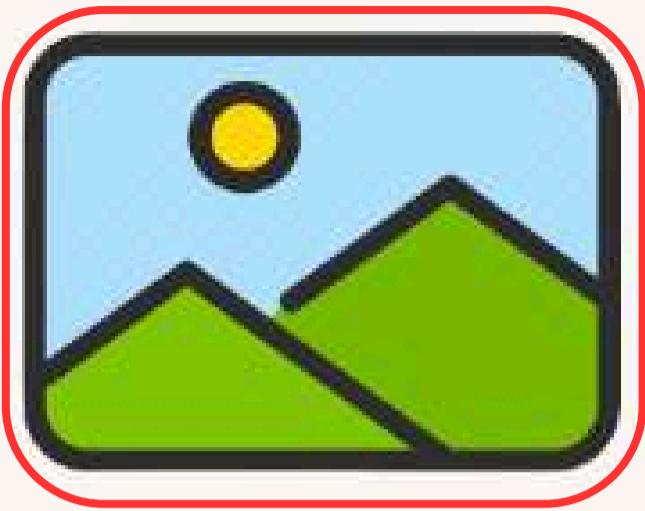
Click the form header image to upload a new form image for selected office. This image will be displayed at the top of your online form. The ideal image dimension is 1500x500 pixels, which is approximately 39.69 cm wide and 13.23 cm high at 96 DPI. However, you are free to experiment with other dimensions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

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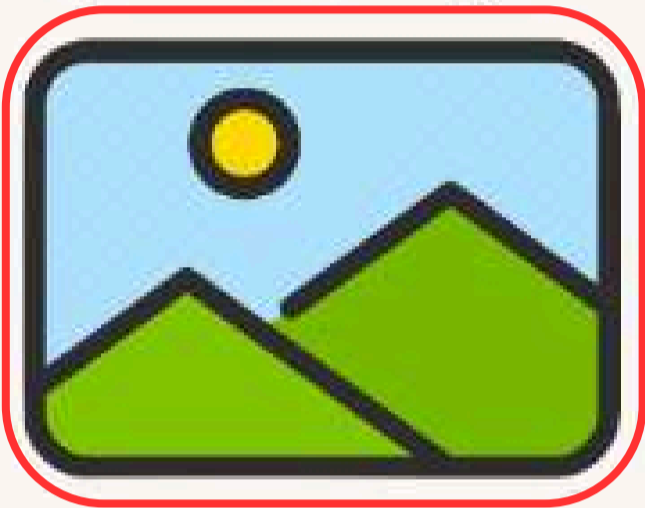
Click the report header image to upload a new report header for this office. This image will appear on the report page. The ideal image dimension to fit the report on an A4 page is 789x143 pixels, which is approximately 20.85 cm wide and 3.78 cm high at 96 DPI. However, you are free to experiment with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

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

Custom Software Development ● ○ ○ ● ○

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External Client Feedback Form (Onsite)

1 — 2 — 3 — 4 — 5 — ✓

Select Language

English | Tagalog | Bisaya

is Client Satisfcation Measurement (CSM) tracks the customer experience of government offices. ur feedback on your recently concluded transaction will help this office provide a better service. rsonal information shared will be kept confidential and you always have the option to not answer s 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 >>>

STEP 7

DASHBOARD

https://clientsatisfactionmeasurement.online/dashboard

Dashboard | Offices | Services

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

Overall | Comments/Suggestions | Age/Sex/Region | Services Details

Total Responses
1

CC Awareness
100.00%
1 out of 1

CC Visibility
100.00%
1 out of 1

CC Helfulness
100.00%
1 out of 1

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]

STEP 8

TAGGING COMMENTS
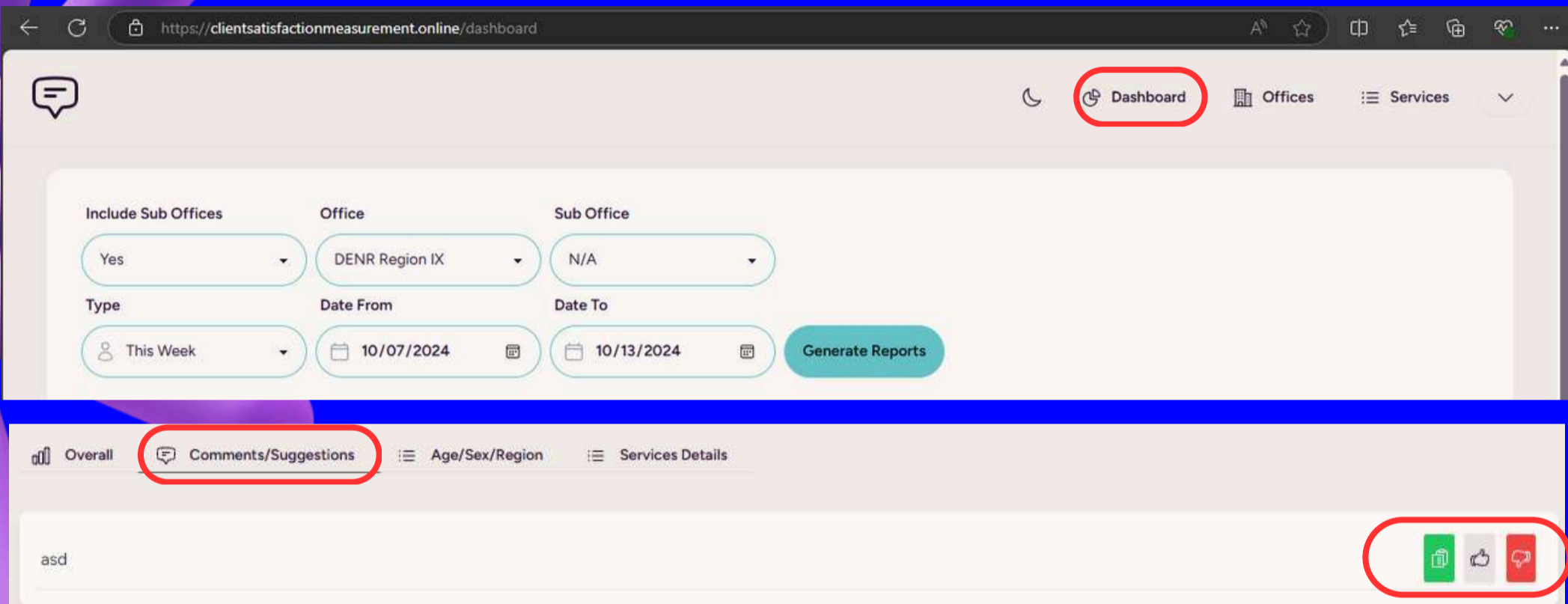
You can click any of the three buttons to tag them accordingly.
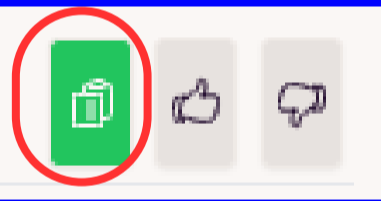
The first button is green, indicating that the comment will be included in the report. To exclude a comment, just click again the first button.
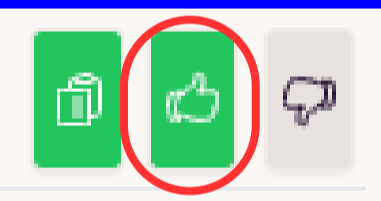
You can click the thumbs-up button to indicate that the feedback is positive, and it will be highlighted in the automated report.
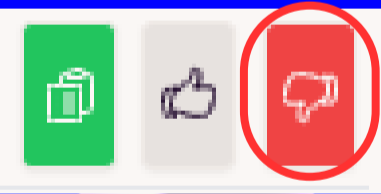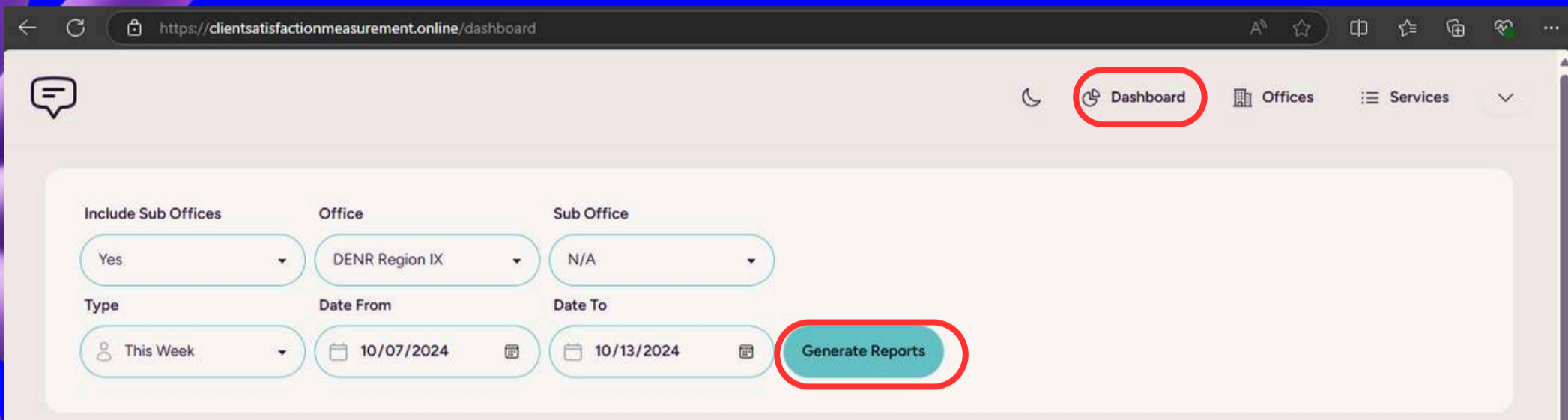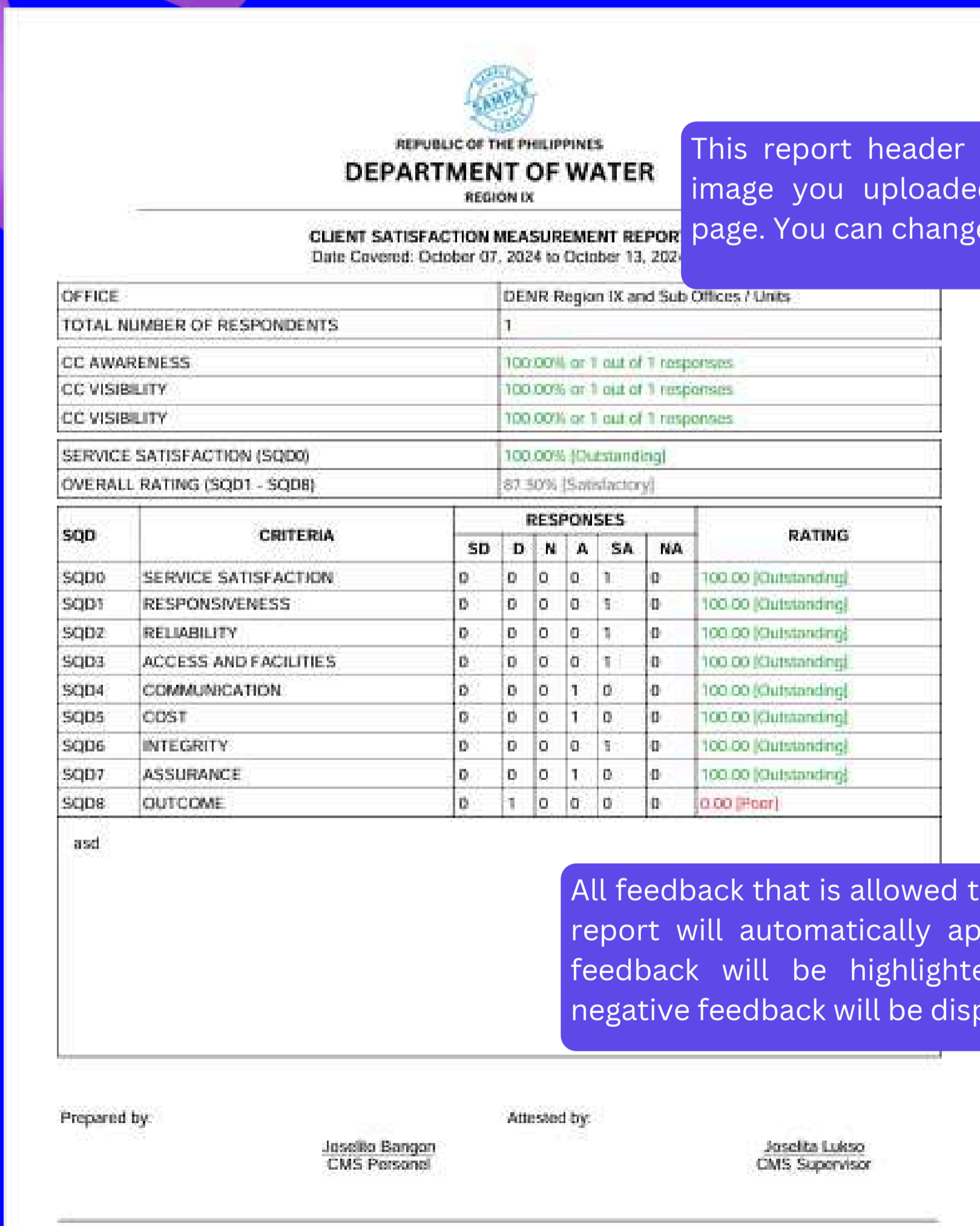

You can click the thumbs-down button to indicate that the feedback is negative, and it will be displayed in red in the automated report.

STEP 9

GENERATING REPORT

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.

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