

ANNEX 4
CITIZEN/CLIENT SATISFACTION REPORT

1. All departments/agencies should measure and report the satisfaction level of citizens/clients that they served. Measuring the satisfaction level of citizens/clients shall generate verifiable data and tangible evidences that can help departments/agencies determine their effectiveness in relating with citizens/clients. These data should guide departments/agencies in identifying approaches on continuously refining their processes.
2. There are different ways to measure citizen/client satisfaction. To enable agencies adopt a measurement technique that fits the nature of their critical services, the AO 25 IATF prescribes no standard method in measuring satisfaction. This guide shall serve as reference in identifying a minimum standard, some elements and practices in conducting and reporting citizen/client satisfaction.
3. Measurement approach should have the following basic properties:
 - a. **The method should be valid.** It should exhibit a clear and measurable goal. It should be particularly crafted to gather data that shall be analyzed, interpreted and reported.
 - b. **The method should be replicable.** It should allow repeatability. The measurement should generate results that can be tracked over time. The questions should be crafted in manner that they can be repeated, and yield results that can be compared to baseline data.
 - c. **The method should have a specific timeline of measurement.** For purposes of the FY 2018 PBB, departments/agencies can set their own timeline within 2018 to implement improvement. The measurement should coincide with the department's/agency's roll out of their process improvement.
4. Since there are different critical services provided by departments/agencies, the AO 25 IATF prescribes no specific sample size. However, departments/agencies shall ensure that respondents are the citizens/clients who availed the critical service.
5. Results should reflect satisfaction ratings of citizens/clients who availed the critical services.
6. All departments/agencies should report the results of the measurement using template below. Agencies should clearly define the scope and period covered of the satisfaction measurement; describe the methodology; results of measurement and interpretation of data; and agency improvement plan for 2019 toward improving citizen/client satisfaction.

< Department/Agency's Name and Letterhead >

CITIZEN/CLIENT SATISFACTION REPORT

- I. **Description of the Citizen/Client Satisfaction Survey**
- II. **Improvement Action Plan for FY 2019**

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date