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Client Satisfaction Questionnaire (CSQ-8, v. TMS-180S)

(Larsen et al., 1979)

Instructions for participants:

Please help us improve our service by answering some questions about the help that you have received.

We are interested in your honest opinions, whether they are positive or negative. Please answer all of the questions. We also welcome your comments and suggestions. Thank you very much. We appreciate your help.

1. How would you rate the quality of service you received?
 - Excellent (4)
 - Good (3)
 - Fair (2)
 - Poor (1)

2. Did you get the kind of service you wanted?
 - No, definitely not (1)
 - No, not really (2)
 - Yes, generally (3)
 - Yes, definitely (4)

3. To what extent has our service met your needs?
 - Almost all of my needs have been met (4)
 - Most of my needs have been met (3)
 - Only a few of my needs have been met (2)
 - None of my needs have been met (1)

4. If a friend were in need of similar help, would you recommend our service to him or her?
 - No, definitely not (1)
 - No, I don't think so (2)
 - Yes, I think so (3)
 - Yes, definitely (4)

5. How satisfied are you with the amount of help you received?
 - Quite dissatisfied (1)
 - Indifferent or mildly dissatisfied (2)
 - Mostly satisfied (3)
 - Very satisfied (4)

6. Have the services you received helped you to deal more effectively with your problems?
 - Yes, they helped a great deal (4)
 - Yes, they helped somewhat (3)
 - No, they really didn't help (2)

- No, they seemed to make things worse (1)
- 7. In an overall, general sense, how satisfied are you with the service you received?
 - Very satisfied (4)
 - Mostly satisfied (3)
 - Indifferent or mildly dissatisfied (2)
 - Quite dissatisfied (1)
- 8. If you were to seek help again, would you come back to our service?
 - No, definitely not (1)
 - No, I don't think so (2)
 - Yes, I think so (3)
 - Yes, definitely (4)

Scoring:

Scores are summed across items once. Items 2, 4, 5, and 8 are reverse scored. Total scores range from 8 to 32, with the higher number indicating greater satisfaction.

Citation:

Larsen DL, Attkisson CC, Hargreaves WA, Nguyen TD. Assessment of client/patient satisfaction: development of a general scale. *Evaluation and Program Planning*. 1979;2(3):197-207. PMID: 10245370 DOI: 10.1016/0149-7189(79)90094-6.

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