



## Indicators Related to Foundational Activities in the CBO Sector Logic Model

Indicator 36: Client satisfaction with services provided by CBOs	
Description	<ul style="list-style-type: none"> <li>• Clients' satisfaction ratings with different aspects of community-based HIV/AIDS and HCV services.</li> </ul>
Significance	<ul style="list-style-type: none"> <li>• Consumer satisfaction is an important measurement domain in health and human service assessment (Attkisson &amp; Greenfield, 1996).</li> </ul>
Measurement	<ul style="list-style-type: none"> <li>• The Client Satisfaction Questionnaire (CSQ) is a broadly adopted self-report questionnaire constructed to measure satisfaction with services received by individuals and families. The CSQ includes an 8-item, 4-point scale survey (Attkisson &amp; Greenfield, 1996).</li> </ul>
Data source	<ul style="list-style-type: none"> <li>• Client survey</li> </ul>
Possible disaggregation	<ul style="list-style-type: none"> <li>• High vs. low use of CBO services</li> </ul>
Limitations	<ul style="list-style-type: none"> <li>• Time and effort required to conduct client survey</li> </ul>

## References

1. Attkinson, C., & Greenfield, T.K. (1996). The Client Satisfaction Questionnaire (CSQ) scales and the Service Satisfaction Scale-30 (SSS-30). In L.L. Sederer & B. Dickey (Eds). Outcome assessment in clinical practice (120-127). Baltimore: Williams & Wilkins.

Click [here](#) to download a comprehensive list of indicators in the Indicators Technical Report.

