

Client Satisfaction Questionnaire (CSQ Scales®)

March 5, 2012

CSQ Scales © 2012
Clifford Attkisson, Ph.D.
All Rights Reserved



Administering and Scoring the CSQ Scales®

Inquiries: info@CSQscales.com

Web: www.CSQscales.com

Copyright of the CSQ Scales®

Copyright: Clifford Attkisson, Ph.D., Tamalpais Matrix Systems, LLC, 35 Miller Avenue, Mill Valley, CA 94941-1903 USA. Voice: 415-310-5396. Fax: 339-440-9537. U.S. Domestic Toll Free Fax: 866-770-4975.

Available from Copyright Holder: Scale use is contingent on express written permission from the copyright holder (Attkisson) and remission of use fees. A formal license agreement is required for all electronic formats and other selected forms of use of scales or selected scale items.

Cost: For English versions cost per use is \$.55 each for first 500 uses, \$.45 each use thereafter. Pricing for orders less than 500 uses and for translated versions in languages other than English varies and is higher due to costs of research, translation, production, and printing.

CSQ Scales® Overview

The CSQ Scales® were created in response to the need for a standard instrument to replace idiosyncratic, ad hoc, and/or untested tools. The goal was to develop a standardized measure with strong psychometric properties that could be used to assess general satisfaction across varied health and human services. The CSQ Scales® (CSQ) include a series of brief instruments. The CSQ is documented to have excellent reliability and internal consistency. The CSQ is reported to have high levels of client and staff acceptability when tested in numerous studies involving diverse client samples and a wide range of health and human service programs. In summary, the major strengths of the CSQ include its utility as a standard measure, excellent reliability and internal consistency, acceptability to clients and service providers, and sensitivity to different levels of program quality, and value to service providers committed to enhancement of quality and impact of services (Attkisson & Greenfield, 1996, 2004; Attkisson & Pascoe, 1983; Attkisson & Zwick, 1982;

Greenfield, 1983; Larsen, Attkisson, Hargreaves, & Nguyen, 1979; Nguyen, Attkisson, & Stegner, 1983).

Purpose: To measure and assess consumer satisfaction with health and human services.

Distributor: The CSQ Scales are exclusively distributed by Tamalpais Matrix Systems, LLC (TMS)*

CSQ Versions and Languages: The **CSQ Scales®** are published in a variety of scale versions and languages. Version lengths include the CSQ-3, CSQ-4, CSQ-8, CSQ-18A and CSQ-18B and are used in a wide spectrum of clinical, human services, educational and governmental programs, legal and police services, administrative, and research settings. A longer 31-item version is also available for research purposes and selected evaluation studies in scientific investigations. The **CSQ Scales®** are used worldwide in the measurement of client/patient assessment of satisfaction with services and clinical care. Language translations now include Arabic, Castilian, Cambodian, Chinese, Czech, Dutch, UK English, French, German, Italian, Japanese, Laotian, Portuguese, Russian, Spanish, Slovak, Swedish, plus many others. Tamalpais Matrix Systems now offers the CSQ-8 in a single sheet, double-sided format containing English and Spanish. CSQ-8 **“Big Print”** versions are now also available in English and Spanish for readers preferring or requiring larger type size. In addition, the **CSQ Scales® Reprint Portfolio** containing CSQ Scales® publications is also available from TMS. A CSQ-8 version formatted for use with “Teleform” is also available.

Authors: C. Clifford Attkisson, Ph.D. and Daniel L. Larsen, Ph.D.

Original Publication Date: 1979 Copyright © 1979, 1989, 1990, 2006, 2012

Copyright Holder: C. Clifford Attkisson, Ph.D. www.CSQScales.com

Number of Items: 3, 4, 8, 18, and 31 items depending on version

Administration time: Reported -- 3 to 8 minutes; our tests – 1 to 5 minutes.

Reading Level: Reported: 4.7 (Flesch-Kincaid) grade level; 69.4 (Flesch Reading Ease Index); our tests: (Flesch-Kincaid)--Grade 5.3.

Format: Self-administered, with data collected usually at the end of services. Items are questions inquiring about respondents’ opinions and conclusions about services they have received or are currently receiving. Response options differ from item to item, but all are based on a four-point scale. Examples include “How satisfied are you with the amount of help you have received?” (for which the response options are 1=“Quite dissatisfied”, 2=“Indifferent or mildly dissatisfied”, 3=“Mostly satisfied”, 4=“Very satisfied”, and “Have the services you received helped you to deal more effectively with your problems?” (Which has the responses 4=“Yes, they helped a great deal”, 3=“Yes, they helped somewhat”, 2=“No, they didn't help”, 1= “No, they seemed to make things worse”. All items are positively worded; however, the directionality of response options span the spectrum from very negative to very positive; and, the numerical anchors for items are reversed randomly (from high to low or low to high) from item to item to minimize stereotypic response sets. While addressing several elements that contribute to service satisfaction, the CSQ-8 has no subscales and reports a single score measuring a single dimension of overall satisfaction.

Overview: The CSQ Scales® were created in response to perceived needs for an instrument to replace idiosyncratic, ad hoc, and/or untested tools previously used. The goal was to develop a

standardized measure having known norms and good psychometric properties that could be used to assess general satisfaction across varied health and human services. Its initial tests were conducted primarily in mental-health settings.

Scores: The overall score is produced by summing all item responses. For the CSQ-8 version, scores range from 8 to 32, with higher values indicating higher satisfaction. Scoring for other versions is similar after extrapolating for number of items.

Norms: Means and standard deviations are available from a series of studies involving approximately 8,000 clients. Most of the studies also report information on the demographics of sample members, who have considerable diversity across samples in terms of both demographic characteristics and services received.

Reliability: In a variety of studies, the internal consistency of the CSQ-8, as measured by coefficient alpha, ranged from .83 to .93, with values of .86 and .87 in two of the largest samples. Test-retest results are not reported in the key references for the CSQ-8 but do exist for the CSQ-18A and CSQ-18B.

Validity: Items were drawn from an initial pool of 81 statements developed to address nine hypothesized aspects or component dimensions of satisfaction. The pool was reduced to 31 items through reviews by panels of experts, after which these remaining items were tested on 248 mental health clients. The final eight items were selected based on their factor loadings. Predictive validity has been hypothesized and demonstrated by the presence of higher satisfaction scores for service completers as compared to non-completers. Also, treatment outcome comparisons between CSQ-8 scores and those on the Brief Psychiatric Rating Scale were, as predicted, moderately correlated. In another study, CSQ-8 scores, at outcome, were found to be correlated positively with symptom reduction, as measured by results on the Client Checklist.

Comments: The CSQ-8 is a very brief instrument with good psychometric properties, and it has been tested in numerous studies on diverse client samples. It also appears useful for measuring satisfaction with a wide range of services, and this breadth is one of its major strengths. The CSQ-18 A and B versions, are excellent choices when a slightly longer scale is needed to maximize internal consistency of measurement or when test-retest versions are needed. The CSQ-18B version includes the eight items from the CSQ-8 and ten additional items from the original item pool.

Copyright: C. Clifford Attkisson, Tamalpais Matrix Systems, 35 Miller Avenue, Mill Valley, CA 94941-1903. Voice: 415-310-5396. Fax: 339-440-9537 *or* 866-770-4975 (US Toll Free). E-mail: Info@CSQscales.com. (*Sample items presented above are reprinted with permission.)

Web Access: www.CSQscales.com

Email Communication: info@CSQscales.com

Fax: 339-440-9537
866-770-4975 (U.S. Toll Free)

Contact/Availability: Use is by written permission only from the Copyright holder (Attkisson) and remission of use fees.

Cost: For the U.S. English version, cost is \$.55 each for first 500 uses, \$.45 (U.S. \$) for each use

thereafter. Inquire for prices on translated versions. Prices are subject to change without notice.

Sample, Examination Copies: Sample, examination copies are available on request (Info@CSQscales.com). Transmission of sample versions, in any language, of CSQ Scales® is for examination purposes only and does not convey permission to use the CSQ Scales in any format, language, or version.

Key References

Attkisson, C.C., & Greenfield, T.K. (2004). The UCSF Client Satisfaction Scales: I. The Client Satisfaction Questionnaire-8. In M. Maruish (Ed.), *The use of psychological testing for treatment planning and outcome assessment* (3rd. Ed.). Mahwah, NJ: Lawrence Erlbaum Associates.

Greenfield, T.K., & Attkisson, C.C. (2004). The UCSF Client Satisfaction Scales: II. The Service Satisfaction Scale-30. In M. Maruish (Ed.), *The use of psychological testing for treatment planning and outcome assessment* (3rd. Ed.). Mahwah, NJ: Lawrence Erlbaum Associates.

Attkisson, C. C. & Zwick, R. (1982). The Client Satisfaction Questionnaire: Psychometric properties and correlations with service utilization and psychotherapy outcome. *Evaluation and Program Planning*, 6, 299-314.

Larsen, D. L., Attkisson, C. C., Hargreaves, W. A., & Nguyen, T. D. (1979). Assessment of client/patient satisfaction: Development of a general scale. *Evaluation and Program Planning*, 2, 197-207.

LeVois, M., Nguyen, T. D., & Attkisson, C. C. (1981). Artifact in client satisfaction assessment: Experience in community mental health settings. *Evaluation and Program Planning*, 4, 139-150.

Nguyen, T. D., Attkisson, C. C., & Stegner, B. L. (1983). Assessment of patient satisfaction: Development and refinement of a Service Evaluation Questionnaire. *Evaluation and Program Planning*, 6, 299-314.

Copyright © 2012

*Clifford Attkisson, Ph.D.
President & CEO
Tamalpais Matrix Systems, LLC
35 Miller Avenue
Mill Valley, California 94941-1903

Phone: 415-310-5396
Fax: 339-440-9537
Fax: 866-770-4975 (U.S. Toll Free)

cliffattkisson@TamMatrix.com
info@CSQscales.com