Client Satisfaction Questionnaire (CSQ-8)


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Price & Availability – Published in original citation. Contact author for permission to use. Pre-payment of a use fee is required for all users of the CSQ Scales including the CSQ-8. See instrument website for details.

Brief Description of Instrument – Self-report statement of satisfaction with health and human services. Can be used in a wide variety of settings.

Administration time – 3-8 minutes.

Scale Format – 8 items, 4-point Likert. Response descriptors vary

Administration Technique – Self-administered questionnaire.
**Scoring and Interpretation** – For overall score, sum item responses, range from 8-32, higher score indicates higher satisfaction. Additional information about use and scoring of the CSQ Scales can be found on the instrument website.

**Factors and Norms** – Unidimensional, 8 items. Norms available from author from a series of studies involving 8000 clients.

**Test-retest Reliability** – Parallel, 18-item scales of the CSQ were developed from the initial very large item set. These scales are designated as the CSQ-18A and CSQ-18B. The CSQ-18B contains all the items that comprise the CSQ-8 plus 10 additional items. This research and development was reported by: LeVois, M.E., Nguyen, T.D., & Attkisson, C.C. (1981). Artifact in client satisfaction research: Experience in community mental health settings. Evaluation and Program Planning, 4,139-150. For more information please also see: Nguyen, T.D., Attkisson, C.C., & Stegner, B.L. (1983). Evaluation and Program Planning, 6, 299-314.

**Internal Consistency** – Cronbach’s alpha 0.92-0.93 for 8-item scale.

**Construct Validity** – Clients dropping out of the program within the first month tended to be less satisfied than those still in the program $r=0.37$, $p<0.01$. Those missing a greater percentage of their scheduled appointments also tended to be less satisfied $r=0.27$, $p<0.06$. Tests of global improvement (subscale of Symptom Checklist, SCL-90) correlated with satisfaction $r=0.53$, $p<0.001$. See article for other reported correlations.

**Criterion-Related Validity** – The following references provide information about Concurrent and Predictive Validity:


Content & Face Validity – Items developed through literature review and expert ranking. Pretested on 248 mental health clients in 5 service settings. Further refined through factor analysis.

Strengths – General satisfaction measure, can be used in a variety of settings. High internal consistency, brief scale, easy to complete. Can be supplemented by open-ended questions. Can be used for inter-program comparisons.

Limitations – For multi-dimensional measurement approaches to measurement of client/patient

**Updates** – Various versions of the scale are available from [www.CSQscales.com](http://www.CSQscales.com) including: 3, 4, 8, 18 and 31-item versions in various languages. Please visit instrument website for more details.


