

# CSQ Scales®: A Bibliography of Published Sources\*

Clifford Attkisson, Ph.D.  
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The *Client Satisfaction Questionnaire*® is a portfolio of scales designed to assess consumer/client satisfaction with health, human service, governmental, and public benefit programs and services.

*CSQ Scales*® are available in varying lengths to suit the range of applications and circumstances encountered when evaluating the effectiveness of service programs.

*CSQ Scales*® – particularly the CSQ-8© – are available in 50 different languages and an extensive research base documents the range of applicability, reliability of measurement, and validity of results.

*CSQ Scales*® are used worldwide in a variety of service settings since 1978. Research to improve measurement has been continuous since that time.

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Attkisson, C.C., Hargreaves, W.A., Horowitz, M.J., & Sorensen, J.E. (Eds.) (1978). *Evaluation of human service programs*. New York: Academic Press. (ISBN 0-12-066350-3).

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\* Out of print or difficult to find articles on the CSQ Scales may be provided by Dr. Attkisson. *The CSQ Scales® Reprint Portfolio*, a CD-R of selected papers important to the development of the CSQ and SSS measures can be purchased for \$30.00.

Address to Dr. Attkisson: all inquiries about reprints, *The CSQ Scales® Reprint Portfolio*, and the use of the CSQ Scales.

[csq.scales@mac.com](mailto:csq.scales@mac.com)

[www.CSQscales.com](http://www.CSQscales.com)

Clifford Attkisson, Ph.D.  
Tamalpais Matrix Systems LLC  
35 Miller Avenue, # 172  
Mill Valley, California 94941-1903



\*\* Information, including additional bibliography, about the Service Satisfaction Scales (SSS-30) can be obtained from Thomas K. Greenfield, Ph.D.:

[tgreenfield@arg.org](mailto:tgreenfield@arg.org)

Thomas K. Greenfield, Ph.D.

Senior Scientist

Alcohol Research Group

Suite 300

2000 Hearst Avenue

Berkeley, CA 94709-2176

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