

Client Satisfaction Questionnaire (CSQ Scales®) Brief Summary

Purpose: To measure and assess consumer satisfaction with health and human services. The CSQ-8 has no subscales and reports a single score measuring a single dimension of overall satisfaction.

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. The CSQ versions 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. The total of 55 language translations now include Arabic, Castilian, Cambodian, Chinese, Czech, Dutch, UK English, French, Finnish, German, Italian, Japanese, Laotian, Norwegian, 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 or English and French. Similar double-sided forms in other language can be constructed. CSQ-8 “Big Print” versions are now also available in English and Spanish for readers preferring or requiring larger type size. In addition, a Reprint Folio containing CSQ Scales publications is also available from TMS.

Authors: C. Clifford Attkisson, Ph.D. and Daniel L. Larsen, Ph.D.
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Number of Items: 3, 4, 8, 18, and 31 items depending on version.

Administration Time: Reported --3 to 8 minutes; our tests--1.5 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 or at desired intervals during the service process. Items include questions enquiring 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?" (which response options: 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 response options: 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 need for an instrument to replace idiosyncratic, ad hoc, and/or untested tools previously used. The goal was to develop a standardized measure having known operating characteristics and good psychometric properties that could be used to assess general satisfaction across varied health and human services. Its initial development was conducted primarily in mental-health and primary care health settings.

Scores: An 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 item candidate statements developed to address nine hypothesized key aspects or component dimensions of satisfaction. The item pool was reduced to 31 items through reviews by panels of experts, after which these remaining items were tested on 248 mental health clients. (Later replication studies have included thousands of patients and clients in a wide variety of settings.) 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-18A 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. The CSQ-8 and CSQ-18B are available in 50+ language versions.

Copyright: C. Clifford Attkisson, Tamalpais Matrix Systems, 57 E. Delaware Place, #3205, Chicago, IL 60611-1629. **Voice:** 415-310-5396. **Fax:** 415-383-7749. **E-mail:** info@CSQscales.com.

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Web Access: www.CSQscales.com

Email Communication: info@CSQscales.com

Fax: 339-440-9537

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

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Cost: For the U.S. English version, cost is \$.55 each for first 500 uses, \$.45 (US \$) for each use thereafter. Special pricing may be available following completion of our current revision of the CSQscales website now in progress. Inquire for prices on translated versions. Prices are subject to change without notice.

Key References:

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*Clifford Attkisson, Ph.D.

President & CEO

Tamalpais Matrix Systems, LLC
57 E. Delaware Place, # 3205

Phone: 415-310-5396

Fax: 339-440-9537

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

cliffatkisson@TamMatrix.com

info@CSQscales.com