



## **WALMYR Publishing Company**

### Measurement Scale Fact Sheet

#### **Client Satisfaction Inventory (CSI)**

The Client Satisfaction Inventory, or CSI, scale was developed to measure the degree or magnitude of satisfaction experienced by an individual with respect to the services that were provided to them. The CSI scale is ideally suited for use with a single client or with all clients and periodic survey of client satisfaction.

Also many efforts have been made to obtain feedback from clients, and it has been difficult to obtain instruments that have known psychometric properties. Current evidence indicates the CSI scale has high promise for helping to close this assessment gap.

#### **Score Interpretation**

The scale produces scores that range from 0 to 100. For all practical purposes this can be regarded as true ratio scale values. Low scores indicate great dissatisfaction with the services received by the client, while large scores indicate high satisfaction.

#### **Cutting Scores**

It is not likely that this scale will have a meaningful cutting score because it will be difficult to reach consensus on what score will represent minimal satisfaction. In the original validation research, average scores by type of agency ranged from 68 to 70. An obvious benchmark that you might consider this the traditional academic grading criteria, where A = 90-100, B = 80-89, C = 70-79, and so forth.

This scale consistently achieves an Alpha coefficient of .90 or larger.

#### **Validity**

This scale has been investigated with respect to content, construct, factorial, and known groups validity. It nearly always achieves validity coefficients of .60 or greater.

#### **Readability Statistics**

Flesch Reading Ease: 86; Gunning's Fog Index: 6.4; Flesch-Kincaid Grade Level: 4.1.

#### **References**

The following references provide the currently available research evidence concerning the psychometric characteristics for this measure.

McMurtry & Hudson, 1997.



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# CSI

## CLIENT SATISFACTION INVENTORY

Name

Date

This questionnaire is designed to measure the way you feel about the services you have received. It is not a test, so there are no right or wrong answers. Answer each item as completely and accurately as you can by putting a number before each one as follows:

- 1 = None of the time
- 2 = Very rarely
- 3 = A little of the time
- 4 = Some of the time
- 5 = A good part of the time
- 6 = Most of the time
- 7 = All of the time
- X = Does not apply

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1. \_\_\_\_\_ The services I get here are a big help to me.
  2. \_\_\_\_\_ People here really seem to care about me.
  3. \_\_\_\_\_
  4. \_\_\_\_\_
  5. \_\_\_\_\_ People here treat me like a person, not like a number.
  6. \_\_\_\_\_
  7. \_\_\_\_\_
  8. \_\_\_\_\_
  9. \_\_\_\_\_ People here really know what they are doing.
  10. \_\_\_\_\_
  11. \_\_\_\_\_
  12. \_\_\_\_\_
  13. \_\_\_\_\_ I thought no one could help me until I came here.
  14. \_\_\_\_\_ The help I get here is really worth what it costs.
  15. \_\_\_\_\_
  16. \_\_\_\_\_
  17. \_\_\_\_\_ The biggest help I get here is learning how to help myself.
  18. \_\_\_\_\_ People here are just trying to get rid of me.
  19. \_\_\_\_\_
  20. \_\_\_\_\_
  21. \_\_\_\_\_ People here seem to understand how I feel.
  22. \_\_\_\_\_ People here are only concerned about getting paid.
  23. \_\_\_\_\_
  24. \_\_\_\_\_
  25. \_\_\_\_\_ I look forward to the sessions I have with people here.