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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 _____

SAMPLE

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 carefully and as accurately as you can by circling a number for 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.