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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 46916-2025

**General principles for the social satisfaction evaluation of basic
public services**

基本公共服务社会满意度测评通则

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed and is under the jurisdiction of the National Technical Committee on Service Standardization (SAC/TC264). This document was drafted by: China National Institute of Standardization, Institute of Social Development of the National Development and Reform Commission, Zhejiang University, and Ninghai County Economic Development and Reform Commission. Jinan Municipal Bureau of Information Technology, Jiaxing Municipal Standardization Promotion Center, China Association for Science and Technology Society Service Center, Ninghai County Enterprise Service Center, Shandong Lingrui Market Research Center Cha Co., Ltd., Hill Wisdom (Chengdu) Technology Co., Ltd., Silver Age (Beijing) Health Consulting Co., Ltd., China National Institute of Standardization Triangle (Jiaxing) Branch, Chengdu Institute of Standardization. The main drafters of this document are. Li Zipeng, Jin Zongzhen, Zheng Juan'er, Fu Qiang, Song Xueyin, Zeng Yi, Xing Wei, Wang Qi, Wang Nana, Cheng Yonghong, and Hou Fei. Wu Kang, Sun Feilong, Cheng Kaibo, Wang Haizhao, Xie Yi, Tang Zhen, Wang Qiaohui, Ma Danni, Wu Shuangshuang, Liu Jianyun, Liu Tingting, Zhu Jiaoying, Chen Meng, Fu Donghai, Yan Shuang, Zhao Xue, Zhao Chenghong, Zhang Yuchen, Yang Zhen. General Rules for Social Satisfaction Assessment of Basic Public Services

1 Scope

GB/T 46916-2025 is the Chinese national standard covering asking citizens whether public services are any good - the sampling that makes the answer representative, the questions and their scales, the treatment of non-response, and the reporting that stops a bad result being averaged away. First edition, with the public facilities mapping standard GB/T 47952-2026. It was issued on 31 December 2025 and has been in force since 1 April 2026, as a first edition. The document is under the responsibility of the Standardization Administration of China. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document establishes the principles for evaluating public satisfaction with basic public services, and stipulates the evaluation requirements, procedures, content, and methods. Legal and evaluation reports. This document applies to social satisfaction assessments of basic public services conducted by governments, social organizations, enterprises, or third-party institutions.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 basic public services Services led by government public departments that guarantee the basic needs of all citizens for survival and development and are commensurate with the level of economic and social development. [Source: GB/T 43713-2024, 3.1]

3.2 The process of planning and designing procedures for obtaining service recipient satisfaction information, conducting surveys, and analyzing service satisfaction levels.

4 Evaluation Principles

4.1 Scientific nature Based on the evaluation objectives, a rigorous and reasonable evaluation indicator system and evaluation methods should be designed.

4.2 Objectivity The evaluation results accurately reflect the satisfaction level of service recipients with basic public services.

4.3 Economic efficiency Under the premise of cost control, the evaluation objectives can be achieved and the evaluation task can be completed by selecting reasonable survey methods and controlling the number of questionnaires.

4.4 Continuity The evaluation of public satisfaction with basic public services needs to be continuously monitored, dynamically track changes in public demand, and ensure that the results are fed back to services in real time.

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