

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
FIRST QUARTER 2015**

**BACKGROUND:**

Customer Satisfaction Survey was enforced by the Department of Health (DOH) to support the Department's thrust to strengthen its initiatives and efforts towards quality health care services through good governance by averting and deterring the occurrence of fraud, abuse of authority, graft and corruption including other malfeasances in the public service. It is tasked to monitor, verify and appropriately initiate corresponding actions, reply and introduce policy control mechanisms in consultation with the appropriate stakeholders. In addition, it is a requirement of the ISO 9001: 2008 quality standards.

In the DOH – CAR Office, various Customer Satisfaction Survey (CSS) are conducted by the different Process Owners. Some of which are: walk – in clients survey, internal client survey, passenger satisfaction survey, I.T. maintenance, Kapihan sa Baguio, Cordillera Health Voice, training evaluation, KP commodities, HFEP projects and others.

**FINDINGS:**

From January to March 2015, there were 2,201 clients who rated the different services of the DOH – CAR Office. Most of the clients were the participants who attended the trainings conducted by the Office that constitutes to 38.85% of the total clients followed by external clients. (Table 1)

Table 1 presents the summary of the client satisfaction survey for DOH – CAR Office. It can be seen that all the survey conducted, external, internal, passenger, training, Kapihan, ICT, Dormitory, TA (commodities), TA (others) and Health Policies surpasses the target satisfaction rate which is 85%. It can also be seen that the over – all satisfaction rate of the office for the first quarter of 2015 is high with a percentage of 99.63%. All of the survey conducted except internal, training evaluation and TA (Commodities and Others) got a 100% satisfaction rate.

**Table 1. Summary of the Client Satisfaction Survey**

Type of Client Satisfaction Survey	No. Clients	No. of Clients who rated Satisfactory or better	Satisfaction Rate (%)
External	797	797	100.00
Internal	145	141	97.24
Passenger	34	34	100.00
Training Evaluation	855	852	99.65
Kapihan	114	114	100.00
ICT	61	61	100.00
Dormitory	81	81	100.00
Technical Assistance and Support (Commodities)	66	65	98.48
Technical Assistance and Support (Others)	30	30	93.33
Health Policies/Advisories	18	18	100.00
<b>DOH – CAR over – all satisfaction rate</b>	<b>2,201</b>	<b>2, 193</b>	<b>99.63</b>

### External Client Satisfaction Survey

From January 1, 2015 to March 31, 2015 a total of 797 walk – in clients filled out the Client Satisfaction Survey (CSS) forms in the drop box. Most of the respondents sought the services of the Regulations, Licensing and Enforcement Division (32.14%) followed by the Management Support Division (31.08%). 797 (100%) of the respondents were satisfied with the services received from DOH – CAR Office. This surpasses the target satisfaction rate of 85%.

**Table 2a. External Satisfaction Rating per Division**

<b>Division Providing Service</b>	<b>Customer</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Regional/ Assistant Regional Director's Office	130 (17.26%)	130 (100%)	0
Local Health Support Division	191 (25.37%)	191 (100%)	0
Regulations, Licensing and Enforcement Division	242 (32.14%)	242 (100%)	0
Management Support Division	234 (31.08%)	234 (100%)	0
<b>Total</b>	797 (100%)	797 (100%)	0
<b>Over - all Satisfaction Rate</b>	<b>100%</b>		

### Details of Survey Rating

Table 2b presents the details of the survey rating. Table 3 reveals that most of the respondents agree and strongly agree with the following statements regarding their satisfaction to the services they had received.

<b>Table 2b. Details of External Survey Ratings DOH – CAR Office</b>				
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>Received the appropriate services needed</b>	639 (84.86%)	153 (20.32%)	0	0
<b>Timely response was given</b>	648 (86.06%)	147 (19.52%)	0	0
<b>The staff was well - informed</b>	643 (85.39%)	146 (19.39%)	0	0
<b>The staff was courteous and approachable</b>	680 (90.31%)	115 (15.27%)	0	0
<b>The services rendered were just, honest and fair</b>	654 (86.85%)	140 (18.59%)	0	0
<b>The workplace was clean and organized</b>	640 (84.99%)	154 (20.45%)	0	0

### **Internal Client Satisfaction Survey**

Table 3 presents the Summary findings of the internal client satisfaction survey per division. It can be seen that the office had surpassed the target satisfaction rate of 85% by obtaining a satisfaction rate of 97.24%. All of the division had achieved a rating higher than the target satisfaction. Moreover, most of the respondents (48.97%) are very satisfied with the service they had received from the service providers.

**Table 3. Summary of Findings for the Internal CSS per Division**

**No. of raters: 110; No. of ratings: 145**

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Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Total	# of satisfied client	Satisfaction Rate
<b>Regional/ Assistant Regional Director's Office</b>	13	17	4	0	34	34	<b>100%</b>
<b>Local Health Support Division</b>	14	21	2	2	39	37	<b>94.872%</b>
<b>Regulations, Licensing and Enforcement Division</b>	2	3	2	0	7	7	<b>100%</b>
<b>Management Support Division</b>	20	30	13	2	65	63	<b>96.92%</b>
<b>Total</b>	49 (33.79%)	71 (48.97%)	21 (14.48%)	4 (2.76%)	145 (100%)	141	<b>97.24%</b>

### **Passengers Satisfaction Survey**

As gleaned from Table 4, the over – all satisfaction rate of the passengers for the first quarter was 100% which also exceeded the target satisfaction rate which is 85%.

**Table 4. Summary of Findings of the Passenger Survey**

**No. of respondents: 34**

	Yes	No	Don't know/ did not observe	TOTAL
Did the driver exhibit professional conduct during the trip?	34 (100%)	0	0	34

Was the driver punctual, did he honor the agreed - upon time of departure? Did he follow the official itinerary of travel?	34 (100%)	0	0	34
Did the driver check the vehicle's brakes, lights, oil, water, batteries, air(in tires) and gas/fuel level before conducting you to and from your venue?	31 (96.88%)	1 (3.12%)	0	32
At all times during this trip, did the driver drive safely, within the speed limits, obey traffic rules and regulations, follow traffic signals/lights, road signs, did he show sound judgment/decision - making regarding driving?	34 (100%)	0	0	34
Did the driver ever text, read texts, call or receive calls on his cellular phone while driving during your trip?	3 (8.82%)	31 (91.18%)	0	34
Did the driver practice healthy lifestyle during the trip?	31 (91.18%)	0	3 (8.82)	34
Did the driver look neat and well - groomed while conducting you? Did he wear the prescribed uniform for DOH drivers? Did he wear/bring his office identification card?	34 (100%)	0	0	34
Was the vehicle clean/kept clean by the driver for the whole duration of the trip?	33 (100%)	0	0	33
For this trip, I was:				
Satisfied; my expectation from the driver were all met	34	(100%)		
Not Satisfied with the quality of driver's services	0			
<b>Over – all Satisfaction Rate</b>	<b>100%</b>			

### Training Evaluations

From the month of January to March 2015, there were 20 trainings conducted for external and internal partners. Majority of the trainings were conducted by the Local Health Support Division. Table 5 presents the summary of findings for the training evaluation. It can be gleaned that 434 (51.93%) of the participants rated the trainings they had attended to be "Very Satisfactory", 275 (32.16%) rated it "Satisfactory" and 133 (15.56%) rated it as "Excellent". There were also 3 participants who rated their training as poor. Thus, the total satisfaction rating for the trainings is 99.65%. This exceeded the target satisfaction rate of 85%.

**Table 5. Summary of Findings for the Training Evaluation**

No. of Trainings Conducted: 20

No. of Respondents: 855

<b>Title of Trainings</b>	<b>Poor</b>	<b>Satisfactory</b>	<b>Very Satisfactory</b>	<b>Excellent</b>	<b>Total</b>
Roll Out Training on Kirkpatrick's Training Evaluation Model	0	10	14	1	25
TB Dots Assessment Training for DMOs/ Provincial NTP Coordinators	0	3	15	2	20
Workshop on the Development of Scope of Work for the Outsourcing of Trainings	0	9	14	1	24
Workshop on the Revised NTP Reporting for PDOH Point Person and Provincial NTP Pt. Person	0	5	10	0	15
Retooling of Nurses under the Nurse Deployment Project (Apayao Province)	0	11	21	0	32

Retooling of Nurses under the Nurse Deployment Project (Baguio City)	0	10	22	2	34
Retooling of Nurses under the Nurse Deployment Project (Benguet Province)	0	8	40	20	68
Retooling of Nurses under the Nurse Deployment Project (Mt. Province)	0	17	28	3	48
RHMPP Pre – deployment Orientation (Apayao)	0	2	13	5	20
RHMPP Pre – deployment Orientation (Benguet)	0	0	15	7	22
RHMPP Pre – deployment Orientation (Kalinga)	0	0	5	21	26
RHMPP Pre – deployment Orientation (Ifugao)	0	6	12	8	26
RHMPP Pre – deployment Orientation (Mt. Province)	0	4	14	2	20
Training on Ebola Waste Disposal, Postmortem Care and Burial (Batch 1)	0	21	0	0	21
Training on Ebola Waste Disposal, Postmortem Care and Burial (Batch 2)	0	21	0	0	21
TB Data Validation Workshop	3	37	29	2	71
Orientation on Responsible Parenthood and Reproductive Health Act of 2012 (RPRH Law) and its Implementing Rules and Regulations	0	34	62	16	112
Public Accountability and Values Enhancement Seminar	0	5	24	11	40
Training on Dengue Vector Surveillance and Integrated Vector Management (Kalinga)	0	1	8	12	21



Training on Dengue Vector Surveillance and Integrated Vector Management (Mt. Province)	0	8	5	4	17
Trained on Revised Dengue Clinical Case Management (Batch 1)	0	2	6	2	10
Trained on Revised Dengue Clinical Case Management (Batch 2)	0	3	6	2	11
Health Leadership and Management of the Poor Program (Module 2)	0	5	22	0	27
Orientation on RTI/ STI Data Base	0	36	0	0	36
Basic Training of Trainers Course on Interpersonal Communication and Counselling	0	0	10	7	17
Orientation for the New Disease Surveillance Officers and HEMS Assistant Nurses	0	5	0	0	5
Emergency Responders Course Training	0	12	49	5	66
Total	3 (0.35)	275 (32.16%)	444 (51.93%)	133 (15.56%)	855 (100%)
<b>Over – all Satisfaction Rating</b>	<b>852 (99.65%)</b>				

### Kapihan

Table 6 presents the summary findings for Kapihan. There were a total of 114 participants that attended the Kapihan for the month of January to March. The satisfaction rate is 100% exceeded the target satisfaction rate of 85%.

**Table 6. Summary of Findings for the Kapihan**

Purpose of Visit:

Attend kapihan	93
Conduct Interview	2
Both attend and conduct interview	7
Others	7
No answer	9
<b>Total Respondents</b>	<b>118</b>

A. Content and Delivery	Agree		Disagree		TOTAL
	No.	%	No.	%	
Objectives were clearly defined and met	117	100	0	0	117
Topics discussed/ presented were relevant and present factual information	117	99.15	1	0.85	118
Topics presented bears high impact and contribution to public understanding of an issue	116	98.31	2	1.69	118
Messages were clear and concise	115	98.29	2	1.71	117
There was sufficient opportunity for interactive participation (Question and Answer portion)	115	99.14	1	0.86	116
Resource materials are available	90	85.71	15	14.29	105
<b>B. Resource Persons and Facilitators</b>					
Well prepared and knowledgeable on the topic/s and issues presented	117	100	0	0	117
Was able to elicit participant's attention and interest	114	99.13	1	0.87	115
Was able to clearly address question/ issues in a clear understandable manner	114	98.28	2	1.72	116
<b>OVER - ALL, I consider the kapihan to be</b>					

Excellent	10				
Very Satisfactory	45				
Satisfactory	59				
Poor	0				
Total	114				
Over – all Satisfaction Rate	100.00%				

### Information Communication Technology CSS

Table 7 presents the satisfaction rating for Information Communication Technology on the technical assistance that was provided to the clients from January to March 2015. There were a total of 61 clients who had received technical assistance from the ICT section wherein all of them rated the service as Very Satisfactory (98.36%) and Satisfactory (1.64%). Thus, the over – all satisfaction for ICT – CSS is 100% which exceeded the target rate of 85%.

Table 7. Summary Finding for ICT CSS		
Rating	Number	Percentage
Very Satisfactory	60	98.36
Satisfactory	1	1.64
Fair	0	
Poor	0	
Total	61	
Over – all Satisfaction Rating	61	100%

Dormitory CSS

Table 8 presents the summary findings for the satisfaction rate of the clients on the dormitory. There were 81 clients for the first quarter of 2015 who answered the customer satisfaction survey. 57 (70.37%) of them strongly agree that they are satisfied with their stay in the dorm and 24 (29.63%) agree. Thus the over – all satisfaction rate for the dormitory is 100%.

Table 8. Summary Findings for Dormitory CSS

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
How Friendly was the staff?	58 (71.60%)	23 (28.40%)	0	0	81
How quick was the check - in/ reservation process?	58 (71.60%)	23 (28.40%)	0	0	81
Was your room clean upon arrival?	60 (74.07%)	21 (25.93%)	0	0	81
Over- all, were you satisfied with your stay at the dorm?	57 (70.37%)	24 (29.63%)	0	0	81
Over – all Satisfaction Rating	81 (100%)				

Client Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 9 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by the office. The satisfaction rating for the first quarter of 98.48% exceeded the target satisfaction rate of 85%. This indicates that the customers are satisfied with the commodities that they had received from the office.

**Table 9. Summary of Ratings for Commodities**

Criteria	No. customer who rated the commodity	Yes	No
Timeliness	63	58 (92.06%)	5 (7.94%)
Relevance	64	62 (96.88%)	2 (3.13%)
Condition of the Items			
a. Expiration date	60	20 (33.33%)	40 (66.67%)
b. Physical Condition	65	65 (100%)	0
<b>Over – all Assessment</b>	<b>66</b>	<b>65 (98.48%)</b>	<b>1 (1.52%)</b>

**Client Satisfaction Survey on Technical Advisory and Support (Other Type of TA)**

Table 10 shows the summary of ratings for technical advisory and support (other types of TA) for the first quarter of 2015. It can be seen that 93.33% (28 out of 30) of the clients were satisfied with the TA provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

**Table 10. Summary of Ratings for the Other Types of TA**

Criteria	No. customer who rated the TA	Strongly Agree	Agree	Disagree	Strongly Disagree
Utility of the TA	30	9 (30%)	21 (70%)	0	0
Quality of the TA	30	7 (23.33%)	22 (73.33%)	1 (3.33%)	0
Timeliness of the TA	29	9 (31.03%)	17 (58.62%)	2 (6.90%)	1 (3.45%)
Over – all Assessment	30	7 (23.33%)	21 (70%)	1 (3.33%)	1 (3.33%)
<b>Satisfaction Rate</b>	<b>30</b>	<b>28 (93.33%)</b>		<b>2 (6.67%)</b>	

### Client Satisfaction Survey on Health Policies

Table 11 presents the summary of ratings for the health policies. It can be gleaned from the table that 100% (18) of the clients were satisfied with the health policies given to them. This exceeded the target satisfaction rate of 85%.

**Table 11. Summary of Ratings for Health Policies**

Criteria	No. customer who rated the HP	Strongly Agree	Agree	Disagree	Strongly Disagree
Relevance of the Health Policy	18	7 (38.89%)	11 (61.11%)	0	0
Quality of the Health Policy	18	6 (33.33%)	12 (66.67%)	0	0
Comprehensiveness of the Health Policy	18	5 (27.78%)	13 (72.22%)	0	0
Over – all Assessment	18	5 (27.78%)	13 (72.22%)	0	0
<b>Satisfaction Rate</b>		<b>18 (100%)</b>		<b>0</b>	

#### Analysis and Conclusions:

1. The over – all rating of the DOH CAR Office services rendered to its clients is 99.55 which are higher than the target satisfaction rating of 85%. This indicates that the customers of the DOH – CAR Office are satisfied with the services that were given to them by the office.
2. External, passenger, Kapihan, ICT, Dormitory, and Health Policies got a 100% satisfaction rate. This implies that the clients' expectations on these services were met.

**Recommendations:**

1. DMOs and CSS Point persons to continually consolidate and analyze the different survey forms.
2. DOH – CAR Management to further evaluate CSS results for further action and improvement.

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