

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
FIRST QUARTER 2017**

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, IEC materials, training evaluation, commodities, TA, dormitory and others.

FINDINGS:

From January to March 2017, there were a total of 2,455 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants of trainings which constitutes to 45% of total followed by external clients from the regional office and provincial DOH offices (32%). (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, training, Kapihan, ICT, TA (commodities), TA (others), dormitory, IEC materials and Passenger surpasses the target satisfaction rate which is 87%. It can also be seen that the over – all satisfaction rate of the office for the first quarter of 2017 is high with a percentage of 99.71%. Although most of the clients were satisfied with the services provided to them by the DOH – CAR Office, it can be noted that there were 7 dissatisfactions in the over-all satisfaction question in the survey form.

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	792	791	99.87
Internal	60	57	95
Kapihan	114	114	100
ICT	183	183	100
Training Evaluations	1,101	1,099	99.82
Technical Assistance and Support (Commodities)	57	57	100
Technical Assistance and Support (Others)	6	6	100
Dormitory	73	72	98.63
IEC	8	8	100
Passenger	61	61	100
DOH – CAR over – all satisfaction rate	2455	2448	99.71

*Note: 7 dissatisfactions

External Client Satisfaction Survey

From January 1 to March 31, 2017 a total of 792 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, Benguet, Ifugao, Kalinga and Mt. Province filled out the Client Satisfaction Survey (CSS) forms for external clients. In the regional office, most of the clients sought the services in the Regional/Assistant Regional Director's Office (31%). Almost all of the clients were satisfied by the service provided in the regional offices (99.8%) and the provincial/city offices (100%) with a total satisfaction rate of 99.87%. This exceeded the target satisfaction rate of 87%.

There was a 1 dissatisfaction in the regional office. (See Table 13 for details)

Table 2a. External Satisfaction Rating per Division/PDOHO

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office – CAR	512	511 (99.8%)	1 (.2%)
Regional/ Assistant Regional Director's Office	158	157 (99.37%)	1 (.63%)
Local Health Support Division	145	145 (100%)	
Regulations, Licensing and Enforcement Division	85	85 (100%)	
Management Support Division	124	124 (100%)	
Provincial DOH Offices	280	280 (100%)	
Apayao PDOH Office	152	152 (100%)	

Benguet PDOH Office	61	61 (100%)	
Ifugao PDOH Office	40	40 (100%)	
Kalinga PDOH Office	11	11 (100%)	
Mt. Province PDOH Office	16	16 (100%)	
Total	792	791	1 (.13%)
Over - all Satisfaction Rate		99.87%	

Details of Survey Rating

Table 2b presents the details of the survey rating for the regional office. The table reveals that most of the respondents strongly agree and agree with the following statements regarding their satisfaction to the services they had received. There were also some of the clients who disagree and did not rate the statements being asked in the CSS.

Table 2c presents the details of survey for the provincial/ city DOH offices. It can be seen that all of the clients strongly agree and agree with the statements being asked. There was a client who disagree regarding the statements being asked in the CSS.

Table 2c presents the purpose of the transaction/ visit of the clients in the regional office and the provincial/ city DOH offices. It can be gleaned from the table that most of the clients who went to the regional office seek assistance from the services providers and apply for license, accreditation, certification and registration. For the provincial/ city DOH offices, the main purpose of visit was to inquire/request data or documents.

Table 2b. Details of External Survey Ratings
DOH – CAR Regional Office

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	444 (86.7%)	65 (12.7%)	2 (.4%)	0	1 (.2%)
Timely response was given	441 (86.13%)	71 (13.87%)	0	0	0
The staff was well - informed	446 (87.1%)	65 (12.7%)	1 (.2%)	0	0
The staff was courteous and approachable	462 (90.23%)	50 (9.77%)	0	0	0
The services rendered were just, honest and fair	455 (88.87%)	57 (11.13%)	0	0	0
The workplace was clean and organized	440 (85.9%)	71 (13.9%)	1 (.2%)	0	0

Table 2b. Details of External Survey Ratings
Provincial DOH Offices

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	261 (91.58%)	24 (8.42%)	0	0	0
Timely response was given	262 (91.93%)	22 (7.22%)	1 (.35%)	0	0
The staff was well - informed	260 (91.23%)	25 (8.77%)	0	0	0
The staff was courteous and approachable	265 (92.98%)	20 (7.02%)	0	0	0

The services rendered were just, honest and fair	264 (92.63%)	21 (7.37%)	0	0	0
The workplace was clean and organized	259 (90.88%)	26 (9.12%)	0	0	0

Table 2c. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	37	55	92
Inquire/ request data or documents	70	85	155
Seek assistance	199	11	210
Interview/ research	73	8	81
Follow – up documents	21	22	43
Apply for license, accreditation, certification, registration	110	9	119
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	35	73	108
IEC Materials	0	0	0
Purpose not indicated	72	19	91

Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for January to March 2017. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 60 (30%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (50%) followed by very satisfied with (36.67%) and satisfied (8.33%) with the service provided to them. There were 3 (5%) clients who were not satisfied (see details Table 13). The over-all satisfaction rate for Internal CSS is 95%.

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

No. of ratings: 60

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	15 (46.87%)	11 (34.37%)	3 (9.38%)	3 (9.38%)	0	32	29	90.63%
Local Health Support Division (LHSD)	1 (100%)	0	0	0	0	1	1	100%
Regulations, Licensing and Enforcement Division (RLED)	2 (100%)	0	0	0	0	2	2	0%
Management Support Division (MSD)	7 (100%)	0	0	0	0	7	7	100%
Provincial DOH Office (PDOHO)	5 (27.78%)	11 (61.11%)	2 (11.11%)	0	0	18	18	100%
Total	30 (50%)	22 (36.67%)	5 (8.33%)	3 (5%)	0	60	57	95%

Training Evaluations

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of January to March were rated as very satisfactory to excellent.

Of the 22 Capability Building Activities conducted for both internal and external clients, sixteen (16) trainings were rated as very satisfactory, and six (6) were likewise rated as excellent.

This only means that the trainings conducted have met the target where 87% of participants rated the trainings as satisfactory or better. However, there were 2 clients who were not satisfied (see Table 13). The over-all satisfaction was 99.82%. The participants also observed that the topics discussed were relevant and useful to their needs. The methodologies, expertise of the resource speakers, the preparation and the facilitation of the training have also contributed to the satisfactory to excellently conduct of the trainings.

Table 4. Summary of Findings for the Training Evaluation

No. of Trainings Conducted: 22

No. of Respondents: 1101

Title of Trainings	Excellent	Very Satisfactory	Satisfactory	Poor	Total
1. Pre-deployment Orientation of TB Case Finders	7/11 63.64%	4/11 36.36%			11
2. Training on Basic EPI Info w/ Geographic Info System	10/14 71.4%	4/14 28.57%			14
3. Family Planning Competency Based Level 1	15/30 50%	15/30 50%			30
4. Orientation on BHW Benefits, Expanding Roles-Apayao Province	27.27%	54.55%	58.18%		
5. Orientation on BHW Benefits, Expanding					

Roles-Baguiro City	45%	55%			
6. Orientation on the Management of Common Metabolic Disorders	42/53 79%	11/53 21%			53
7. Training on Newborn Screening Program for Health Workers	20/28 71%	8/28 29%			28
8. Orientation on BHW Benefits, Expanding Roles-Benguet	45%	55%			
9. Orientation on BHW Benefits, Expanding Roles-Abra Province	4/74 4%	70/74 96%			74
10. HRH Pre-Deployment Orientation-Benguet Province	18/163 11.04%	104/163 63.80%	40/163 24.54%	1/163 .6%	163
11. Orientation on BHW Benefits, Expanding Roles-Ifugao Province	21.43%	78.57%			
12. HRH Pre-Deployment Orientation – Kalinga Province	5/91 2.20%	52/91 57.14%	34/91 34.36%		91
13. HRH Pre-Deployment Orientation – Apayao Province	20/83 24.10%	35/83 42.17%	28/83 33.73%		83
14. Training of Frontline Health Workers on the use of Adolescent Health Job and Manual	6/27 22.22%	19/27 70.37%	2/27 7.41%		27
15. Training on Early Detection and Intervention of Drug Use Disorder using the Community-based Approach	7/50 16%	42/50 84%	1/50 2%		50
16. HRH Deployment Orientation- Abra Batch 1	30/171 17.54%	108/171 63.16%	33/171 19.30%		171
17. Orientation on BHW Benefits, Expanding Roles – Kalinga	9/19 47.37%	10/19 52.63%			19
18. Training on the Collection of Samples for Confirmatory Testing	29/37 78%	7/37 18%	1/37 2%		37
19. HRH Pre-Deployment Orientation – Abra Batch 2	20/105 18.35%	74/105 67.89%	11/105 10.09%		105

20. HRH Pre-Deployment Orientation – Baguio City	7/92 7.95%	48/92 48.86%	36/92 40.91%	1/92 1.13%	92
21. Orientation on BHW Benefits, Expanding Roles – Mt. Province	6/21 28.57%	14/21 66.67%	1/21 4.76%		21
22. Training of Trainers on the Administration of Child Injury Prevention	18/32 56.25%	13/32 40.63%	1/32 3.13%		32
Over – all Satisfaction Rating	99.82%				

Note: 4 trainings didn't write the number of participants.

Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 114 participants that attended the Kapihan for the month of January to March 2017 who filled up the client satisfaction rating form. 100% (114) of the clients were satisfied with the Kapihan. Most of the clients were also satisfied with the content and topics discussed in the Kapihan except that there was 7 who were not satisfied with the resource materials provided to them.

Table 5. Summary of Findings for the Kapihan

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	114 (100%)	0	0	114
2. Topics discussed/ presented were relevant and timely	114 (100%)	0	0	0
3. Resource materials	107 (93.86%)	7 (6.14%)	0	114
B. Resource Person				
C. Over – All Assessment	114 (100%)	0	0	114

Information Communication Technology CSS

Table 6 presents the satisfaction rating for Information Communication Technology on the technical assistance that was provided to the clients from January to March 2017. There were a total of 183 clients, both internal and external who had received technical assistance from the ICT section wherein all of them rated the service as Very Satisfactory (100%). Thus, the over – all satisfaction for ICT – CSS which was 100% exceeded the target rate of 87%.

Table 6. Summary Finding for ICT CSS

Rating	Number	Percentage
Very Satisfactory	183	100%
Satisfactory		
Fair		
Poor		
Total	183	
Over – all Satisfaction Rating	183	100%

Client Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 7 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by the office. Most of the clients rated IEC. There were clients who rated that they don't need the items delivered to them, and the commodity is not in good physical condition. However, the over-all satisfaction rating for the first quarter was 100%, which exceeded the target satisfaction rate of 87%.

Table 7. Summary of Ratings for Commodities

Type of commodity:			
Medicine =11, Medical supplies =13, Medical equipment =7, IEC =17, Printed materials =5, others =6			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s)	57	56	0

received on time?		(98.25%)	
Relevance: Was the delivered item(s) what you need?	57	56 (98.25%)	1 (1.75%)
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	57	4 (7.02%)	48 (84.21%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	57	56 (98.25%)	1 (1.75%)
Over – all Assessment	57	57 (100%)	

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

Table 8 shows the summary of ratings for technical advisory and support (other types of TA) for the first quarter of 2017. Most of the technical assistance provided were Advisory services (3) followed by others (2). It can be seen that 100% of the clients were satisfied with the TA provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 87%.

Table 8. Summary of Ratings for the Other Types of TA

Type of TA provided:					
Resource person =0, Advisory services=3, provision of grants/funds =1, others =2					
Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	6	2	4		

Quality of the TA	6	2	4		
Timeliness of the TA	6	2	4		
Over – all Assessment	6	6			
Over – all Satisfaction Rate	100%				

Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the first quarter of 2017. There was 1 (1.37%) client not satisfied in the dormitory (see details on table 13). A client also was not satisfied on the friendliness of the staff. However, it can be seen that 72 (98.63%) of the clients were satisfied with the services provided to them by DOH CAR Office – Dormitory. This rate exceeded the target satisfaction rate of 87%.

Table 10. Summary of Ratings for Dormitory

Criteria	No. customers	Satisfied	Not Satisfied
How friendly was the staff?	73	72	1
How quick was the check – in/ reservation process?	73	73	
Was your room clean upon arrival?	73	73	
Utilities used (e.g. linens, shower, etc)	73	73	
Over – all Satisfaction	73	72 (98.63%)	1 (1.37%)

Client Satisfaction Survey for IEC Materials

Table 11 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the first quarter of 2017. It can be seen that 100% of the clients were satisfied with the IEC Materials provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 87%.

Table 11. Summary of Ratings for IEC

IEC Materials given to the Health Facilities:	Recipients	IEC Materials given to the Health Facilities:	Recipients
1. Cordillera Health Voice Newsletter	4	5. Posters	6
2. Tarpaulins	6	6. Brochures	8
3. Flyers	6	7. Audio Visual Presentations	2
4. Flipcharts	7	8. Others	
Over – all Assessment	Satisfied 8(100%)	Not Satisfied	Total 8

Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Passenger for the first quarter of 2017. It can be seen that 61 (100%) of the clients were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

Table 12. Summary of Ratings for Passenger

Criteria	No. customers who rated the form	Satisfied	Not Satisfied
Professional conduct of passengers	61		
Punctuality of the driver	61		

Condition of the vehicle during the trip	61		
Cleanliness of vehicle during the trip	61		
Safe driving	61		
Physical appearance of the driver	61		
Over – all Satisfaction	61	61 (100%)	

Appendices

External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 152 clients that filled up the CSS form at PDOHO –Apayao. Most of the clients (68) went to the office to inquire, request data, request documents. Table 15a shows the responses of the clients with regard to the indicators in the CSS form. It can be seen that most of the clients strongly agree with the statements being asked in the CSS form. Over – all, all 152 (100%) clients were satisfied by the services provided by the office.

Table 15a. Details of External Survey Ratings Provincial DOH Office – Apayao				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	148	5		
Timely response was given	148	5		
The staff was well – informed	148	5		
The staff was courteous and approachable	148	5		
The services rendered were just, honest and fair	148	5		
The workplace was clean and organized	145	8		
Over – all Customer Satisfaction	152			

Purpose of the Transaction/ Visit:

Submit reports of documents: 26

Inquire, request data, request documents: 68

Seek assistance: 1

Interview/ research: 1

Follow – up documents: 8

Apply: 1

Others: 27

**External Client Satisfaction Survey
(PDOH Office – Benguet)**

There were a total of 61 clients that filled up the CSS form at PDOHO –Benguet. Most of the clients (20) went to the office for other reasons not indicated in the CSS. Table 15b shows the responses of the clients with regard to the indicators in the CSS form. It can be seen that most of the clients strongly agree with the statements being asked in the CSS form. Over – all, all 61 (100%) clients were satisfied by the services provided by the office.

Table 15b. Details of External Survey Ratings Provincial DOH Office – Benguet				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	61			
Timely response was given	61			
The staff was well – informed	61			
The staff was courteous and approachable	61			
The services rendered were just, honest and fair	61			
The workplace was clean and organized	61			
Over – all Customer Satisfaction	61			

Purpose of the Transaction/ Visit:

Submit reports of documents: 11

Inquire, request data, request documents: 10

Seek assistance: 0

Interview/ research: 5

Follow – up documents: 10

Apply: 5

Others: 20

**External Client Satisfaction Survey
(PDOH Office – Ifugao)**

There were a total of 40 clients that filled up the CSS form at PDOHO – Ifugao. The purposes of visit were others which include attending meeting/ orientation and submit of reports and documents. Table 15c shows the responses of the clients with regard to the indicators in the CSS form. It can be seen that most of the clients strongly agree with the statements being asked in the CSS form, however a client disagreed to the timely response was given. Over – all, 51(100%) of the clients were satisfied by the services provided by the office.

Table 15c. Details of External Survey Ratings Provincial DOH Office – Ifugao				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	28	15		
Timely response was given	30	12	1	
The staff was well – informed	30	13		
The staff was courteous and approachable	31	12		
The services rendered were just, honest and fair	30	13		
The workplace was clean and organized	30	13		
Over – all Customer Satisfaction	40			

Purpose of the Transaction/ Visit:

Submit reports of documents: 17	Inquire, request data, request documents: 4	Seek assistance: 1
Interview/ research: 0	Follow – up documents: 0	Others: 18
	Apply: 1	

**External Client Satisfaction Survey
(PDOH Office – Kalinga)**

There were a total of 11 clients that filled up the CSS form at PDOHO – Kalinga. Most of the clients (6) went to the office to seek assistance. Table 15d shows the responses of the clients with regard to the indicators in the CSS form. Over – all, 11(100%) of the clients were satisfied with the services provided by the office.

Table 15d. Details of External Survey Ratings Provincial DOH Office – Kalinga				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	11	1		
Timely response was given	11	1		
The staff was well – informed	10	2		
The staff was courteous and approachable	12			
The services rendered were just, honest and fair	12			
The workplace was clean and organized	10	2		
Over – all Customer Satisfaction	11			

Purpose of the Transaction/ Visit:

Submit reports of documents: 0	Inquire, request data, request documents: 1	Seek assistance: 6
Interview/ research: 2	Follow – up documents: 4	Others: 0
	Apply: 2	

**External Client Satisfaction Survey
(PDOH Office – Mt. Province)**

There were a total of 16 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office with other reasons not indicated in the CSS. Table 15e shows the responses of the clients with regard to the indicators in the CSS form. Over – all, all the clients were satisfied with the services provided by the office with a satisfaction rating of 100%.

Table 15e. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	13	3		
Timely response was given	12	4		
The staff was well – informed	11	5		
The staff was courteous and approachable	13	3		
The services rendered were just, honest and fair	13	3		
The workplace was clean and organized	13	3		
Over – all Customer Satisfaction	16			

Purpose of the Transaction/ Visit:

Submit reports of documents: 1	Inquire, request data, request documents: 2	Seek assistance: 3
Interview/ research: 0	Follow – up documents: 0	Others: 8
	Apply: 0	