

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
FIRST QUARTER 2018**

**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: 2015 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, commodities and technical assistance, commodities, HFEP, dormitory and others.

**FINDINGS:**

From January to March, there were a total of 1,787 clients who rated the different services of the DOH – CAR Office. Most of the clients were external clients from the regional office and provincial DOH offices (51%) followed by clients of the ICT with a (13%). (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, Kapihan, ICT, TA (commodities), technical assistance, HFEP, dormitory, IEC materials, Passenger and PHA Caravan 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 2018 is high with a percentage of 99.55%. 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**

<b>Type of Client Satisfaction Survey</b>	<b>No. Clients</b>	<b>No. of Clients who rated Satisfactory or better</b>	<b>No. of Not Satisfied</b>	<b>Satisfaction Rate (%)</b>
External	906	906		100
Internal	117	109	7	93.16
Kapihan	119	119		100
ICT	237	237		100
Technical Assistance and Support (Commodities)	49	49		100
Technical Assistance and Support (Others)	1	1		100
HFEP	16	16		100
Dormitory	23	23		100
IEC	39	39		100
Passenger	119	119		100
PHA Caravan	170	170		100
<b>DOH – CAR over – all satisfaction rate</b>	<b>1,796</b>	<b>1,788</b>	<b>7</b>	<b>99.55</b>

### External Client Satisfaction Survey

From January to March 2018 a total of 906 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, 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 (42%). All of the clients were satisfied by the service provided in the regional offices (100%) and the provincial/city offices (100%) with a total satisfaction rate of 100%. This exceeded the target satisfaction rate of 87%.

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

<b>Division Providing Service</b>	<b>Total Customer</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
DOH Regional Office – CAR	636	636 (100%)	0
Regional/ Assistant Regional Director's Office	269	269 (100%)	0
Local Health Support Division	104	104 (100%)	0
Regulations, Licensing and Enforcement Division	87	87 (100%)	0
Management Support Division	176	176 (100%)	0
Provincial DOH Offices	270	270 (100%)	0
Apayao PDOH Office	213	213 (100%)	0
Kalinga PDOH Office	26	26 (100%)	0

Mt. Province PDOH Office	31	31 (100%)	0
<b>Total</b>	906	906	0
<b>Over - all Satisfaction Rate</b>	<b>100%</b>		

### 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 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, and some client disagreed with the statement being asked.

Table 2d 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. For the provincial/ city DOH offices, the main purpose of visit was to submit reports/documents and others.

**Table 2b. Details of External Survey Ratings**

<b>DOH – CAR Regional Office</b>					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
<b>Received the appropriate services needed</b>	579 (91.04%)	57 (8.96%)	0	0	0

<b>Timely response was given</b>	574 (90.25%)	62 (9.75%)	0	0	0
<b>The staff was well - informed</b>	575 (90.41%)	58 (9.12%)	0	0	3 (0.47%)
<b>The staff was courteous and approachable</b>	539 (84.75%)	41 (6.45%)	0	0	56 (8.81%)
<b>The services rendered were just, honest and fair</b>	583 (91.67%)	53 (8.33%)	0	0	0
<b>The workplace was clean and organized</b>	569 (89.47%)	67 (10.53%)	0	0	0

**Table 2c. Details of External Survey Ratings**

***Provincial DOH Offices***

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
<b>Received the appropriate services needed</b>	263 (97.41%)	7 (2.59%)	0	0	0
<b>Timely response was given</b>	258 (95.56%)	12 (4.44%)	0	0	0
<b>The staff was well - informed</b>	263 (97.41%)	6 (2.22%)	1 (0.37%)	0	0
<b>The staff was courteous and approachable</b>	263 (97.41%)	7 (2.59%)	0	0	0
<b>The services rendered were just, honest and fair</b>	259 (95.93%)	11 (4.07%)	0	0	0
<b>The workplace was clean and organized</b>	260 (96.30%)	10 (3.70%)	0	0	0

**Table 2d. Purpose of Visit**

	<b>DOH Regional Office - CAR</b>	<b>Provincial DOH Offices</b>	<b>Total</b>
<b>Submit reports/ documents</b>	60	79	139
<b>Inquire/ request data or documents</b>	95	15	110
<b>Seek assistance</b>	253	34	287
<b>Interview/ research</b>	39	14	53
<b>Follow – up documents</b>	29	11	40
<b>Apply for license, accreditation, certification, registration</b>	141	2	143
<b>Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen</b>	65	79	144
<b>IEC Materials</b>	0	0	0
<b>Purpose not indicated</b>	81	2	83

### Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for January to March 2018. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 117 (59%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (62.39%) followed by very satisfied with (28.21%) with the service provided to them. However there were 7 dissatisfaction (See Table 13 for details). The over-all satisfaction rate for Internal CSS is 93.16%.

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

**No. of ratings: 117**

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
<b>Regional/ Assistant Regional Director's Office (RD/ARD)</b>	51 (70.83%)	20 (27.78%)	0	0	1 (1.39%)	72	71	<b>98.61%</b>
<b>Local Health Support Division (LHSD)</b>	6 (50%)	1 (8.33%)	3 (25%)	2 (16.67%)	0	12	10	<b>83.33%</b>
<b>Regulations, Licensing and Enforcement Division (RLED)</b>	1 (100%)	0	0	0	0	1	1	<b>100%</b>
<b>Management Support Division (MSD)</b>	14 (51.85%)	8 (29.63%)	0	5 (18.52%)	0	27	22	<b>81.48%</b>
<b>Total</b>	73 (62.39%)	33 (28.21%)	3 (2.56%)	7 (5.98%)	1 (0.85%)	117	109	<b>93.16%</b>

## Kapihan

Table 4 presents the summary findings for Kapihan. There were a total of 119 participants that attended the Kapihan for the month of January to March 2018 who filled up the client satisfaction rating form. There was 3 who were not satisfied with the resource materials given. Some clients also didn't answer the statements being asked. The over-all satisfaction of the Kapihan is 100%.

**Table 4. Summary of Findings for the Kapihan**

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	118 (99.16%)		1 (.84%)	119
2. Topics discussed/ presented were relevant and timely	118 (99.16%)	0	1 (.84%)	119
3. Resource materials	114 (95.8%)	3 (2.5%)	2 (1.7%)	119
B. Resource Person				
C. Over – All Assessment	119 (100%)	0	0	

## Information Communication Technology CSS

Table 5 presents the satisfaction rating for Information Communication Technology on the technical assistance that was provided to the clients from January to March 2018. There were a total of 237 clients, both internal and external who had received technical assistance from the ICT section wherein they rated the services as Very Satisfactory (100%). Thus, the over – all satisfaction for ICT – CSS which was 100% exceeded the target rate of 87%.

**Table 5. Summary Finding for ICT CSS**



Rating	Number	Percentage
Very Satisfactory	237	100%
Satisfactory		
Fair		
Poor		
Total		
<b>Over – all Satisfaction Rating</b>	<b>237</b>	<b>100%</b>

### Client Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 6 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by the office. Most of the clients rated Medicine. There was 1 client who rated that the items delivered to them will expiring in 6 months. However, the over-all satisfaction rating for the first quarter was 100%, which exceeded the target satisfaction rate of 87%.

**Table 6. Summary of Ratings for Commodities**

<b>Type of commodity:</b>			
Medicine =24, Medical supplies =4, Medical equipment =14, IEC =17, Printed materials =1, others =14			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	49	49 (100%)	0
Relevance: Was the delivered item(s) what you need?	49	49 (100%)	0
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	49	1 (2.04%)	48 (97.96%)

b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	49	49 (100%)	0
<b>Over – all Assessment</b>	49	49 (100%)	

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

Table 7 shows the summary of ratings for technical advisory and support (other types of TA) for the first quarter of 2018. 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 7. Summary of Ratings for the Other Types of TA**

#### Type of TA provided:

Resource person =0, Advisory services=0, provision of grants/funds =0, others =0, blank=1

Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	1		1		
Quality of the TA	1		1		
Timeliness of the TA	1		1		
<b>Over – all Assessment</b>	1		1		
<b>Over – all Satisfaction Rate</b>	<b>100%</b>				

### Client Satisfaction Survey on HFEP

Table 8a shows the summary of ratings for HFEP Equipment and infrastructure for the first quarter of 2018. It can be seen that 100% of the clients were satisfied with the assistance/ needs provided as requested. Meanwhile, 100% were satisfied with the equipment's given by the office and also 100% for infrastructure provided to them. The overall satisfaction rating 100% exceeded the target satisfaction rate of 87%.

**Table 8a. Summary of Ratings for HFEP**

Indicator	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Assistance/ needs provided as requested	12	2	9	1		
Over – all Satisfaction Rate				100%		

**Table 8b. Summary of Ratings for HFEP (Equipment)**

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	12	2	9	1	0	0
Usability	12	2	10	0	0	0
Maintainability	12	1	11	0	0	0
Durability	12	1	8	2	1	0
<b>Over – all Assessment</b>	12	2	9	1		
Over – all Satisfaction Rate				100% (12/12)		

**Table 8c. Summary of Ratings for HFEP (Infrastructure)**

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	4	1	3	0	0	0
Space	4	1	3	0	0	0
Design	4	1	2	1	0	0
Quality of Materials	4	1	3	0	0	0

<b>Over – all Assessment</b>	4	1	2	1		
Over – all Satisfaction Rate				100% (4/4)		
<b>Over – all Satisfaction for HFEP (Equipment and Infra)</b>				<b>100% (16/16)</b>		

### Client Satisfaction Survey for Dormitory

Table 9 shows the summary of ratings Dormitory for the first quarter of 2018. It can be seen that 23 (100%) 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 9. Summary of Ratings for Dormitory**

<b>Criteria</b>	<b>No. customers</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
How friendly was the staff?	23	23	0
How quick was the check – in/ reservation process?	23	23	0
Was your room clean upon arrival?	23	23	0
Utilities used (e.g. linens, shower, etc)	23	23	0
<b>Over – all Satisfaction</b>	<b>23</b>	<b>23(100%)</b>	

### Client Satisfaction Survey for IEC Materials

Table 10 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the first quarter of 2018. 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 10. Summary of Ratings for IEC**

<b>IEC Materials given to the Health Facilities:</b>	<b>Recipients</b>	<b>IEC Materials given to the Health Facilities:</b>	<b>Recipients</b>
1. Cordillera Health Voice Newsletter	7	5. Posters	16
2. Tarpaulins	24	6. Brochures	15
3. Flyers	15	7. Audio Visual Presentations	4
4. Flipcharts	9	8. Others	12
<b>Over – all Assessment</b>	<b>Satisfied</b> 39(100%)	<b>Not Satisfied</b>	<b>Total</b> 39

### **Client Satisfaction Survey for Passenger**

Table 11 shows the summary of ratings Passenger for the first quarter of 2018. It can be seen that 119 (100%) of the clients were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

**Table 11. Summary of Ratings for Passenger**

<b>Criteria</b>	<b>No. customers who rated the form</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Professional conduct of passengers	119	119	
Punctuality of the driver	119	119	
Condition of the vehicle during the trip	119	119	
Cleanliness of vehicle during the trip	119	119	
Safe driving	119	119	
Physical appearance of the driver	119	119	
<b>Over – all Satisfaction</b>	<b>119</b>	<b>119</b> <b>(100%)</b>	

### Client Satisfaction Survey for PHA Caravan

Table 12 shows the summary of ratings of PHA Caravan for the first quarter of 2018. It can be seen that 170 (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 PHA Caravan**

Criteria	No. customers who rated the form	Strongly Agree	Agree	Disagree	Strongly Disagree
Maragsak ak iti serbisyo nga naawat ko	156	14			
Naasikaso ken naisem/manag-gayyem dagiti staff kanyami	154	16			
Nalaing ken amu iti staff (doctors, nars, midwife) ti ar-aramiden da	157	13			
Napnek ak kadagiti kit/agas/impormasyon nga naawat ko	159	11			
		Excellent	Very Satisfactory	Satisfactory	Poor
Over-all Rating	170	148	19	3	0
Over-all Satisfaction	170/170 (100%)				

## Appendices

### External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 213 clients that filled up the CSS form at PDOHO –Apayao. Most of the clients (78) went to the office to submit reports of 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 213 (100%) clients were satisfied by the services provided by the office.

<b>Table 15a. Details of External Survey Ratings</b> <b><i>Provincial DOH Office – Apayao</i></b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	210	3		
Timely response was given	210	3		
The staff was well – informed	213			
The staff was courteous and approachable	213			
The services rendered were just, honest and fair	209	4		
The workplace was clean and organized	210	3		
Over – all Customer Satisfaction	213			

Purpose of the Transaction/ Visit:

Submit reports of documents: 78

Inquire, request data, request documents: 6

Seek assistance: 23

Interview/ research: 5

Follow – up documents: 10

Apply: 0

Others: 58

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

There were a total of 26 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office to seek assistance. Table 15b 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%.

<b>Table 15b. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	26			
Timely response was given	26			
The staff was well – informed	26			
The staff was courteous and approachable	26			
The services rendered were just, honest and fair	26			
The workplace was clean and organized	26			
Over – all Customer Satisfaction	26			

Purpose of the Transaction/ Visit:

Submit reports of documents: 0

Interview/ research: 9

Inquire, request data, request documents: 7

Follow – up documents: 1

Seek assistance: 6

Apply: 2

Others: 0



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

There were a total of 31 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office to seek assistance. Table 15c 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%.

<b>Table 15c. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	27	4		
Timely response was given	22	9		
The staff was well – informed	24	6	1	
The staff was courteous and approachable	24	7		
The services rendered were just, honest and fair	24	7		
The workplace was clean and organized	24	7		
Over – all Customer Satisfaction	31			

Purpose of the Transaction/ Visit:

Submit reports of documents: 1	Inquire, request data, request documents: 2	Seek assistance: 5	
Interview/ research: 0	Follow – up documents: 0	Apply: 0	Others: 21