

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
FIRST QUARTER 2019**

BACKGROUND:

Customer Satisfaction Survey (CSS) 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 Surveys (CSS) are conducted by the different Process Owners. Some of which are: walk – in customers survey, internal customer survey, passenger satisfaction survey, Kapihan sa Baguio, Information Education Communication (IEC) materials, commodities and technical assistance (TA), training evaluations, HFEP, dormitory and others.

FINDINGS:

From January to March 2019 there were a total of 1,225 customers who rated the different services of the DOH – CHD – CAR Office. Most of the customers were external customers of the regional office and provincial/city DOH offices (25%) followed by participants from meetings and advocacy activities (21%). (Table 1)

Table 1 presents the summary of the customer satisfaction survey for DOH – CHD – CAR Office. All the survey conducted, external, internal, Kapihan, TA (commodities), technical assistance, HFEP, dormitory, IEC materials, Passengers, Training Evaluations, Meetings and Advocacy Activities surpassed 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 2019 is high with a percentage of 99.59%.

Table 1. Summary of the Customer Satisfaction Survey

Type of Customer Satisfaction Survey	No. Customers	No. of Customers who rated Satisfactory or better	No. of Not Satisfied	Satisfaction Rate (%)
External	312	312	0	100
Internal	98	93	5	94.89
Kapihan	84	84	0	100
Technical Assistance and Support (Commodities)	98	98	0	100
Technical Assistance and Support (Others)	11	11	0	100
HFEP	16	16	0	100
Dormitory	7	7	0	100
IEC	8	8	0	100
Passengers of DOH-CAR Vehicles	125	124	0	100
Training Evaluations	212	212	0	100
Meetings and Advocacy Activities	254	254	0	100
DOH – CAR over – all satisfaction rate	1,225	1,220	5	99.59

External Customer Satisfaction Survey

From January to March 2019, a total of 312 walk – in customers at DOH – CHD - CAR Office and Provincial/City DOH Offices filled out the Customer Satisfaction Survey (CSS) forms. Table 2a presents the summary of ratings of DOH – CHD – CAR and Provincial/ City DOH Offices. All the customers were satisfied by the services provided to them by the regional office and the provincial/city offices with a total satisfaction rate of 100%. This exceeded the target satisfaction rate of 87%.

Table 2a. Summary of external customer satisfaction survey rating

Office	Total number of customers	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	173	173	100
Provincial DOH Offices	139	139	100
Total	312	312	100

Details of Survey Rating

Table 2b. presents the details of the external customer satisfaction survey ratings of the DOH – CHD – CAR Office. Most of the customers strongly agree on the six criteria in the survey forms. It was also evident on the average scores of the customers that were computed. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office.

Table 2b. Details of External Customer Survey Ratings for DOH – CHD – CAR Office

	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	151	22	0	0	3.87	Strongly Agree (Delighted)

Timely response was given	154	19	0	0	3.89	Strongly Agree (Delighted)
The staff was well - informed	153	20	0	0	3.88	Strongly Agree (Delighted)
The staff was courteous and approachable	154	16	0	0	3.91	Strongly Agree (Delighted)
The services rendered were just, honest and fair	154	19	0	0	3.89	Strongly Agree (Delighted)
The workplace was clean and organized	152	20	0	0	3.88	Strongly Agree (Delighted)
Over – all Assessment	157	16	0	0	3.91	Delighted

Table 2c. presents the details of the external customer satisfaction survey ratings of the DOH – Provincial DOH Offices. Most of the customers strongly agree on the six criteria in the survey forms. It was also evident on the average scores of the customers that were computed. Over – all, the customers were delighted with the services provided to them by the DOH – Provincial DOH Offices.

Table 2c. Details of External Customer Survey Ratings
Provincial DOH Offices

	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	128	11	0	0	3.92	Strongly Agree (Delighted)
Timely response was given	129	10	0	0	3.93	Strongly Agree (Delighted)
The staff was well – informed	129	10	0	0	3.93	Strongly Agree (Delighted)

The staff was courteous and approachable	129	10	0	0	3.93	Strongly Agree (Delighted)
The services rendered were just, honest and fair	128	11	0	0	3.92	Strongly Agree (Delighted)
The workplace was clean and organized	127	12	0	0	3.91	Strongly Agree (Delighted)
Over – all Assessment	131	8	0	0	3.94	Delighted

Internal Customer Satisfaction Survey

From January to March 2019, a total of 98 internal customers at DOH – CHD - CAR Office and Provincial/City DOH Offices filled out the Customer Satisfaction Survey (CSS) forms. Table 3a presents the over – all satisfaction rating of DOH – CHD – CAR and Provincial/ City DOH Offices. Ninety – three (94.89%) customers were satisfied by the services provided to them by the regional office and the provincial/city offices. This exceeded the target satisfaction rate of 87%. Five (8.33%) of the customers were not satisfied with the services provided to them by the DOH – CHD – CAR Office staffs.

Table 3a. Summary of internal customer satisfaction survey rating

Office	Total number of customers	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	60	55	91.67
Provincial DOH Offices	38	38	100
Total	98	93	94.89

Details of Survey Rating

Table 2b. presents the details of the internal customer satisfaction survey ratings of the DOH – CHD – CAR Office. Most of the customers strongly agree on the six criteria in the survey forms. It was also evident on the average scores of the customers that were computed. Although, the average says that in general, the customers strongly agree on the said criteria, there is one customer who strongly agree that he received the appropriate services needed. Moreover, one customer also disagrees that timely response was given to him/ her and the staff was well – informed. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office.

Table 3b. Details of External Customer Survey Ratings
DOH – CHD – CAR Office

	No. of customer	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	56	43	12	0	1	3.73	Strongly Agree (Delighted)
Timely response was given	56	42	13	1	0	3.73	Strongly Agree (Delighted)
The staff was well - informed	55	42	12	1	0	3.75	Strongly Agree (Delighted)
The staff was courteous and approachable	55	44	11	0	0	3.80	Strongly Agree (Delighted)
The services rendered were just, honest and fair	55	43	12	0	0	3.78	Strongly Agree (Delighted)
The workplace was clean and organized	55	42	13	0	0	3.76	Strongly Agree (Delighted)
Over – all Assessment	56	44	12	0	0	3.79	Delighted

Note: May not add up to 60 since 4 of the customers used different form.

Table 3c. presents the details of the internal customer satisfaction survey ratings of the Provincial DOH Offices. Most of the customers strongly agree on the six criteria in the survey forms. It was also evident on the average scores of the customers that were computed. Over – all, the customers were delighted with the services provided to them by the DOH – Provincial DOH Offices.

**Table 3c. Details of External Customer Survey Ratings
Provincial DOH Offices**

	No. of customer	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	38	33	5	0	0	3.87	Strongly Agree (Delighted)
Timely response was given	38	31	7	0	0	3.82	Strongly Agree (Delighted)
The staff was well - informed	38	33	5	0	0	3.87	Strongly Agree (Delighted)
The staff was courteous and approachable	37	31	6	0	0	3.84	Strongly Agree (Delighted)
The services rendered were just, honest and fair	38	32	6	0	0	3.84	Strongly Agree (Delighted)
The workplace was clean and organized	38	28	10	0	0	3.74	Strongly Agree (Delighted)
Over – all Assessment	38	32	6	0	0	3.84	Delighted

Kapihan Customer Satisfaction Survey

Table 4 presents the summary findings for Kapihan. There were 84 participants that attended the Kapihan for the months of January to March 2019 who filled out the customer satisfaction survey form. Three (3) customers were not satisfied with the resource materials given. Some customers also didn't answer the statements being asked. The over-all satisfaction of the Kapihan is 100%.

Table 4. Summary of Ratings for Kapihan

	Respondents		
	Satisfied	Not Satisfied	Total
A. Content			
1. The objectives were clearly defined and met	80 (100%)	0	80
2. Topics discussed/ presented were relevant and timely	82 (100%)	0	82
3. Resource materials	74 (96.10%)	3 (3.90%)	77
B. Resource Person	84	0	84
C. Over – All Assessment	84 (100%)	0	84

Customer Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 5 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by DOH – CHD – CAR office. The most rated commodities were medicine (48.98%). Most of the customers strongly agree on the criteria of timeliness, relevance and condition of the commodities given to them however there were three (3.06%) customers who disagreed that the expiration of the commodities received was beyond 6 months. Over – all, 98 (100%) were satisfied with the commodities received from the DOH – CHD – CAR Office. The average responses of the customers (3.81) implies that they were delighted with the commodities received.

Table 5. Summary of Ratings for Commodities

Type of commodity:

Medicine =48, Medical supplies =6, Medical equipment =3, IEC =2, Printed materials =0, others =11, multiple commodities= 11

Criteria	No. customer who rated the commodity	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Timeliness: The commodities were received on timely manner	98	80	18	0	0	3.82	Strongly Agree (Delighted)
Relevance: The commodities provided was what you needed in your facility	98	84	14	0	0	3.86	Strongly Agree (Delighted)
Condition of the commodity:							
a. The expiration date of the commodities received was beyond 6 months (for medicines)	96	74	19	3	0	3.74	Strongly Agree (Delighted)
b. The commodities were in good physical condition (functional/ installed)	98	81	17	0	0	3.83	Strongly Agree (Delighted)
Over – all Assessment:	98	84	14	0	0	3.81	Strongly Agree (Delighted)

Customer Satisfaction Survey on Technical Advisory and Support (Other Types of TA)

Table 6 shows the summary of ratings for technical advisory and support (other types of TA) for the first quarter of 2019. All 11(100%) customers strongly agree on the criteria of utilization, quality and timeliness of TA provided to them. It can also be noted that the average of 4 for all the criteria implies that they were delighted with the TA. Over – all, 100% (11) of the customers were satisfied with the TA provided to them by DOH – CHD – CAR Office. This rate exceeded the target satisfaction rate of 87%.

Table 6. Summary of Ratings for the Other Types of TA

Type of TA provided:

Networking or coordination: 3

Advisory services: 7

Others: 0

Provision of grants/ funds: 0

Resource person: 0

Criteria	No. customers	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Utilization of Technical Assistance: TA provided is useful and responsive to our needs	11	11	0	0	0	4	Strongly Agree (Delighted)
Quality of the Technical Assistance: the quality of TA provided is satisfactory (relevant, clear, easy to understand)	11	11	0	0	0	4	Strongly Agree (Delighted)
Timeliness of the Technical Assistance: The TA provided is on or before the deadline/ indicated timeline/ occurred at a suitable time	11	11	0	0	0	4	Strongly Agree (Delighted)
Over – all Assessment	11	11	0	0	0	4	Strongly Agree (Delighted)

Client Satisfaction Survey on HFEP

Table 7 shows the summary of ratings for HFEP Equipment and infrastructure for the first quarter of 2019. 100% (9/9) of the customers who answered the over – all assessment was satisfied with the assistance/ needs provided by HFEP. Meanwhile, 1 (one) customer rated the maintainability of the equipment as poor and 2 of the customers rated the durability of the equipment given as poor also. For infrastructure, 1 customer rated the design of the building as poor. Although, only 9 has answered the over – all assessment, it can be concluded that all the 16 customers rated the HFEP Equipment and HFEP Infrastructure as satisfactory or better since the 4 criteria rated as poor were rated by different customers. Furthermore, only one out of 4 criteria was rated as poor.

Over - all, 100% were satisfied with the equipment and infrastructure given by the office. The overall satisfaction rating of 100% exceeded the target satisfaction rate of 87%.

Table 7a. Summary of Ratings for HFEP (Equipment)

Criteria	No. of customer	Excellent	Very Good	Good	Satisfactory	Poor
Reliability (ability to perform its required functions)	10	2	4	4	0	0
Usability (ease to use, user – friendly)	10	2	5	2	1	0
Maintainability (easy to maintain)	10	1	5	3	0	1
Durability (ability to withstand wear, pressure or damage)	10	2	2	4	0	2
Over – all Assessment	3	2	1	0	0	0

Note: 7 did not answer the over – all assessment

Table 7b. Summary of Ratings for HFEP (Infrastructure)

Criteria	No. of customer	Excellent	Very Good	Good	Satisfactory	Poor
Safety	8	2	5	0	1	0
Space	8	1	3	1	3	0
Design (needs met)	8	2	1	1	3	1
Quality of Materials	8	2	3	1	2	0
Over – all Assessment	6	1	1	2	2	0

Note: 2 did not answer the over – all assessment

Over – all Satisfaction for HFEP (Equipment and Infra)	100% (9/9)
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Strongly Agree
Strongly Agree (Delighted)

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Table 9. 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	8	5. Posters	8
2. Tarpaulins	8	6. Brochures	7
3. Flyers	8	7. Audio Visual Presentations	3
4. Flipcharts	8	8. Others:	
Over – all Assessment	Satisfied 8 (100%)	Not Satisfied	Total 8

Customer Satisfaction Survey for Passengers of the DOH – CHD – CAR Vehicles

Table 10 shows the summary of ratings of passengers for the first quarter of 2019. Most of the customers strongly agree of the criteria set on the survey form. This is also evident in the computed average of each of the criteria. Over – all, all of the 125 (100%) customers were delighted with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

Table 10. Passenger Customer Survey Ratings

Criteria	No. of customer	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
The driver exhibited professional conduct during the trip.	125	119	6	0	0	3.90	Strongly Agree (Delighted)
The driver was punctual. He honored the agreed – upon time of departure and followed the official itinerary of the travel.	123	114	11	0	0	3.82	Strongly Agree (Delighted)
The driver checked the vehicle's brakes, lights, oil, water, batteries, air in	125	111	12	0	0	3.80	Strongly Agree (Delighted)

tires and gas/ fuel level before conducting you to and from your venue							
The vehicle was clean/ kept clean by the driver for the whole duration of the trip	125	112	13	0	0	3.79	Strongly Agree (Delighted)
At all times during the trip, the driver drive safely, within the speed limits, obey traffic rules and regulations, etc.	125	115	10	0	0	3.84	Strongly Agree (Delighted)
The driver is neat and well – groomed while conducting you.	122	116	6	0	0	3.90	Strongly Agree (Delighted)
Over – all Assessment	125	121	4	0	0	3.94	Delighted

Customer Satisfaction Survey for Training Evaluations

Table 11 shows the summary of ratings for the trainings and workshops conducted for the first quarter of 2019. 100% (212/ 212) of the participants rated the training and workshops as satisfactory or better. This rate exceeded the target satisfaction rate of 87%.

Table 11. Training Evaluations Customer Satisfaction Survey

Title of Training	No. of customer	No. of satisfied customer	% of satisfied customer
Orientation Workshop on the 2020 – 2022 LIPH	55	55	100
Integrated Disease Surveillance Training on PIDSR, VPD, ESR	30	30	100
Basic Epidemiology Training	28	28	100

Data Management Training and PIDSR/ ESR Refresher	26	26	100
Cascading of OPCR, SPMS, and Calibration of Rating of the Division, Section and Individual Performance Commitment Review for DOH – CHD – CAR Staff	39	39	100
NBS Training	34	34	100
Total	212	212	100

Customer Satisfaction Survey for Meetings and Advocacy Activities

Table 12 shows the summary of ratings for the meetings and advocacy activities conducted by the DOH – CHD – CAR Office for the first quarter of 2019. 100% (254/254) of the participants rated the meeting/ advocacy activity as satisfactory or better. This rate exceeded the target satisfaction rate of 87%.

Table 12. Meetings and Advocacy Activities Customer Satisfaction Survey

Title of Activity	No. of customer	No. of satisfied customer	% of satisfied customer
Rabies and Prevention and Control Program Meeting	21	21	100
Regional Coordination Committee Meeting	19	19	100
Regional AIDS Assistance Team Meeting	16	16	100
RICT Meeting	36	36	100
Validation Meeting	32	32	100

Happy Teeth, Happy Feet Ecowalk	130	130	100
Total	254	254	100