

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
ANNUAL 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, monitoring of health facilities and others.

METHODS:

DOH-CHD-CAR-QSOP-125 standardize the process of conduct, consolidation and analysis of Customer Satisfaction Survey in the region. CSS are administered to all external and internal clients who received different services from the office. Collection of the CSS forms are done weekly to ensure that dissatisfactions are addressed immediately. If dissatisfactions were found in the CSS forms, the CSS Committee together with the Office ISO Point Person will convene and validate the dissatisfaction. Recommended actions are also included in the validation. This is for approval of the Head of Office. When the Head of Office approves the validity of the dissatisfaction, a copy will be given to the Division/ Cluster/Section/ Committee for their appropriate action. Consolidation of the collected CSS forms were done quarterly. Results of the CSS were presented during Management Reviews for continual improvement.

FINDINGS:

From January to December 2019 there were a total of 9,178 customers who rated the different services of the DOH – CHD – CAR Office. The most rated services of the Office were Technical Assistance and Support – Other TA (21%) followed by services received by External customers (19%) [Table 1].

Table 1 presents the summary of the customer satisfaction survey for DOH – CHD – CAR Office that were gathered from the following CSS forms: external, internal, Kapihan, TA (commodities), technical assistance (others), HFEP, dormitory, Passengers, Training Evaluations and Meetings and Advocacy Activities. The over – all rating of 99.80% surpassed the target satisfaction rate which is 87%.

Table 1. Summary of the Customer Satisfaction Survey

Type of Customer Satisfaction Survey	No. customer who rated the CSS	Satisfaction Rate	Dissatisfaction Rate
Technical Assistance and Support (Others)	1,911	99.74% (1,906)	0.26% (5)
External (Walk-in clients)	1,738	99.88% (1,736)	0.12% (2)
Training Evaluations	1,525	100% (1,525)	0
Meetings and Advocacy Activities	1,413	100% (1,413)	0
Internal	1,037	98.94% (1,026)	1.06% (11)
Technical Assistance and Support (Commodities)	742	100% (742)	0
Kapihan	338	100% (338)	0
Passengers of DOH-CAR Vehicles	261	100% (261)	0
Monitoring of Health Facilities	77	100% (77)	0

HFEP	66	100% (66)	0
Dormitory	52	100% (52)	0
IEC Materials	18	100% (18)	0
DOH – CAR over – all satisfaction rate	9,178	99.80% (9,160)	0.20% (18)

External Customer Satisfaction Survey

From January to December 2019, a total of 1,738 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. In the regional office, 2 customers were not satisfied with the services provided to them while all the customers who rated the Provincial DOH Officers were satisfied to the services given to them. The over-all satisfaction of the regional office and the Provincial DOH Offices is 99.88% This exceeded the target satisfaction rate of 87%.

Table 2a. Summary of external customer satisfaction survey rating

Office	No. customer who rated	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	1,058	1,056	99.81
Provincial DOH Offices	680	680	100
Total	1,738	1,736	99.88

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. However, there were customers who disagreed and strongly disagreed that they received the appropriate services needed, timely response was given, the staff was well – informed, the staff was courteous and approachable, the service rendered were just, honest and fair and the workplace was clean and organized. On the average, the customers were delighted with the services they had received from the Office as shown by the over – all mean of 3.91.

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

Criteria	No. customer who rated	Rating				Average	Descriptive Equivalent
		Strongly Agree	Agree	Disagree	Strongly Disagree		
Received the appropriate services needed	1,042	928	112	1	1	3.89	Strongly Agree (Delighted)
Timely response was given	1,038	930	107	0	1	3.90	Strongly Agree (Delighted)
The staff was well - informed	1,035	917	117	0	1	3.89	Strongly Agree (Delighted)
The staff was courteous and approachable	1,034	952	80	1	1	3.92	Strongly Agree (Delighted)
The services rendered were just, honest and fair	1,033	935	96	1	1	3.91	Strongly Agree (Delighted)
The workplace was clean and organized	1,028	905	120	3	0	3.91	Strongly Agree (Delighted)
Total	1,036	937	98	0	1	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 that they were delighted with the services given to them.

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

Criteria	No. customer who rated	Rating				Average	Descriptive Equivalent
		Strongly Agree	Agree	Disagree	Strongly Disagree		
Received the appropriate services needed	678	622	56	0	0	3.93	Strongly Agree (Delighted)
Timely response was given	679	616	63	0	0	3.93	Strongly Agree (Delighted)
The staff was well – informed	675	617	58	0	0	3.93	Strongly Agree (Delighted)
The staff was courteous and approachable	678	630	48	0	0	3.94	Strongly Agree (Delighted)
The services rendered were just, honest and fair	677	619	58	0	0	3.92	Strongly Agree (Delighted)
The workplace was clean and organized	676	591	85	0	0	3.91	Strongly Agree (Delighted)
Total	679	628	51	0	0	3.94	Delighted

Internal Customer Satisfaction Survey

From January to December 2019, a total of 1,037 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. Eleven (11) customers were not satisfied with the services provided to them by the regional office and while all the customers of the provincial/city offices were satisfied with the services provided to them. The over-all satisfaction rating was 98.94% which exceeded the target satisfaction rate of 87%.

Table 3a. Summary of internal customer satisfaction survey rating

Office	No. customer who rated	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	403	392	97.27
Provincial DOH Offices	634	634	100
Total	1,037	1,026	98.94

Details of Survey Rating

Table 3b. 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 computed average scores of the customers that they strongly agree on the said criteria. However, there were customers who disagreed and strongly disagreed that they received the appropriate services needed, timely response was given, the staff was well – informed and the staff was courteous and approachable. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office as shown by the over-all mean of 3.90.

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

	No. of customer	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	387	353	31	1	2	3.88	Strongly Agree (Delighted)
Timely response was given	386	362	33	1	0	3.89	Strongly Agree (Delighted)
The staff was well - informed	384	350	34	0	0	3.89	Strongly Agree (Delighted)
The staff was courteous and approachable	389	357	30	0	2	3.89	Strongly Agree (Delighted)
The services rendered were just, honest and fair	386	356	30	0	0	3.90	Strongly Agree (Delighted)
The workplace was clean and organized	384	344	40	0	0	3.88	Strongly Agree (Delighted)
Total	387	354	32	0	1	3.90	Delighted

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 which was also evident on the computed average scores. Over – all, the customers were delighted with the services provided to them by the Provincial DOH Offices as shown by the average of 3.89.

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

	No. customer who rated	Strongly Agree	Agree	Disagre e	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	632	562	70	0	0	3.89	Strongly Agree (Delighted)
Timely response was given	632	550	82	0	0	3.86	Strongly Agree (Delighted)
The staff was well - informed	631	552	79	0	0	3.87	Strongly Agree (Delighted)
The staff was courteous and approachable	632	562	70	0	0	3.88	Strongly Agree (Delighted)
The services rendered were just, honest and fair	633	562	71	0	0	3.88	Strongly Agree (Delighted)
The workplace was clean and organized	633	538	95	0	0	3.83	Strongly Agree (Delighted)
Total	633	562	71	0	0	3.89	Delighted

Kapihan Customer Satisfaction Survey

Table 4 presents the summary findings for Kapihan. There were 338 participants who rated monthly Kapihan conducted by the Office for the year 2019. All 338 customers (100%) were satisfied with the Kapihan conducted.

Table 4. Summary of Ratings for Kapihan

	Respondents		
	Satisfied	Not Satisfied	Total
A. Content			
1. The objectives were clearly defined and met	334	0	334
2. Topics discussed/ presented were relevant and timely	336	0	336
3. Resource materials	326	5	331
B. Resource Person	338	0	338
C. Over – All Assessment	338	0	338

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 for the year 2019. Most of the customers ticked medicine received from the Office. Most of the customers strongly agree on the criteria of timeliness, relevance and condition of the commodities given to them. Over – all, all the customers (100%) were satisfied with the commodities received from the DOH – CHD – CAR Office. The over-all average of 3.86 implies that the customers were delighted with the commodities they received.

Table 5. Summary of Ratings for Commodities

Type of commodity:

Medicine =197, Medical supplies =56, Medical equipment =46, IEC =68, Printed material =16, other commodities =37
multiple commodities=83

Criteria	No. customer who rated the commodity	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Timeliness: The commodities were received on timely manner	742	654	88	0	0	3.87	Strongly Agree (Delighted)
Relevance: The commodities provided was what you needed in your facility	742	666	76	0	0	3.89	Strongly Agree (Delighted)
Condition of the commodity:							
a. The expiration date of the commodities received was beyond 6 months (for medicines)	652	568	107	23	0	3.80	Strongly Agree (Delighted)
b. The commodities were in good physical condition (functional/ installed)	731	651	80	0	0	3.88	Strongly Agree (Delighted)
Total	742	670	72	0	0	3.86	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 year 2019. There were 1,911 customers who rated the technical advisory and support services given by CHD – CAR and PDOHO personnel and all (100%) of them were satisfied of the services provided to them. Over-all, the average of 3.88 implies the customers were delighted with the TA services provided to them.

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

Criteria	No. customers who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Utilization of Technical Assistance: TA provided is useful and responsive to our needs	1,911	1,328	587	4	0	3.84	Strongly Agree (Delighted)
Quality of the Technical Assistance: the quality of TA provided is satisfactory (relevant, clear, easy to understand)	1,908	1,378	526	4	0	3.87	Strongly Agree (Delighted)
Timeliness of the Technical Assistance: The TA provided is on or before the deadline/ indicated timeline/ occurred at a suitable time	1,910	1,219	680	6	5	3.85	Strongly Agree (Delighted)
Total	1,911	1,488	423	0	0	3.87	Delighted

*Other Types of TA provided: Networking =36, provision of grants/funds =78, advisory services =348, resource person=361, others=812, multiple=132

Client Satisfaction Survey on HFEP

Table 7 shows the summary of ratings for HFEP Equipment and infrastructure for the year 2019. All the 66 customers, 56 for equipment and 10 for infrastructure, were delighted with the services provided by HFEP. Most of the customers strongly agree and agree of the criteria set. The overall average of 3.67 for equipment and 3.76 for infrastructure implies that on the average, customers were delighted with the services provided to them.

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

Criteria	No. of customer who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
The assistance/ needs provided as requested	21	15	6	0	0	3.67	Agree (Satisfied)
Reliability (ability to perform its required functions)	46	36	10	0	0	3.78	Strongly Agree (Delighted)
Usability (ease to use, user – friendly)	46	35	11	0	0	3.76	Strongly Agree (Delighted)
Maintainability (easy to maintain)	45	27	18	0	0	3.62	Strongly Agree (Delighted)
Durability (ability to withstand wear, pressure or damage)	44	24	19	1	0	3.55	Agree (Satisfied)
Over – all Average	46	34	12	0	0	3.67	Delighted

Note: First Quarter was not added since old form was used (N=10, all satisfied).

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

Criteria	No. of customer who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
The assistance/ needs provided as requested	1	0	1	0	0	3.0	Agree (Satisfied)
Safety – The facility is secure and safe and far from danger/ harm.	2	1	1	0	0	3.5	Strongly Agree (Delighted)
Space – The proportion of the spaces per room is comfortable (Standard Dimensions met)	2	1	1	0	0	3.5	Strongly Agree (Delighted)
Design (needs met – The over-all design of the facility is appropriate, efficient, flexible, clean, accessible and sustainable)	2	1	1	0	0	3.5	Strongly Agree (Delighted)
Quality of Materials – The materials used are free from	2	0	2	0	0	3.0	Agree (Satisfied)

defects/ deficiencies and is according to specifications							
Over – all Average	2	1	1	0	0	3.76	Delighted

Note: First Quarter was not added since old form was used (N=8, all satisfied).

Customer Satisfaction Survey for Dormitory

Table 8 shows the summary of ratings on the services provided by the DOH – CHD - CAR Dormitory for the year 2019. There were 52 customers who rated the services of the dormitory and all of them rated the services as satisfactory. This rate exceeded the target satisfaction rate of 87%.

Table 8. Summary of Ratings for Dormitory

Criteria	No. of customers who rated	Satisfied	Not Satisfied	% of satisfied Customer
Over – all Assessment	52	52	0	100

Note: Details cannot be added since different forms were used for the 4 quarters

Customer Satisfaction Survey for IEC Materials

Table 8 shows the summary of ratings on the IEC Materials given by the DOH – CHD - CAR to the LGUs for the year 2019. There were 18 customers who rated the IEC Materials given to them and all of them rated the services as satisfactory. This rate exceeded the target satisfaction rate of 87%.

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	18	5. Posters	18
2. Tarpaulins	18	6. Brochures	17
3. Flyers	18	7. Audio Visual Presentations	12
4. Flipcharts	18	8. Others:	
Over – all Assessment	Satisfied 18 (100%)	Not Satisfied 0	Total 18

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

Table 10 shows the summary of ratings of passengers for the year 2019. Most of the customers strongly agree on the criteria set on the survey form. This is also evident in the computed average of each of the criteria. Over – all, the 261 (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 who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
The driver exhibited professional conduct during the trip.	261	245	16	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.	259	242	17	0	0	3.90	Strongly Agree (Delighted)

The driver checked the vehicle's brakes, lights, oil, water, batteries, air in tires and gas/ fuel level before conducting you to and from your venue	261	235	26	0	0	3.87	Strongly Agree (Delighted)
The vehicle was clean/ kept clean by the driver for the whole duration of the trip	260	236	24	0	0	3.87	Strongly Agree (Delighted)
At all times during the trip, the driver drives safely, within the speed limits, obey traffic rules and regulations, etc.	261	241	20	0	0	3.89	Strongly Agree (Delighted)
The driver is neat and well – groomed while conducting you.	258	246	12	0	0	3.93	Strongly Agree (Delighted)
Over – all Assessment	261	250	11	0	0	3.95	Delighted

Customer Satisfaction Survey for Training Evaluations

Table 11 shows the summary of ratings for the trainings and workshops conducted for the year 2019. There were 1,525 participants rated the trainings and workshops as satisfactory or better. This rate exceeded the target satisfaction rate of 87%.

Table 11. Training Evaluations Customer Satisfaction Survey

Total Number of trainings Conducted	No. of customer	No. of satisfied customer	% of satisfied customer
45	1,525	1,525	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 year 2019. All of the participants rated the meetings/ advocacy activities as satisfactory or better. This exceeded the target satisfaction rating of 87%.

Table 12. Meetings and Advocacy Activities Customer Satisfaction Survey

No. of Activities Conducted	No. of customer	No. of satisfied customer	% of satisfied customer
24	1,731	1,731	100

Customer Satisfaction Survey for Monitoring of Health Facilities

Table 13 shows the summary of ratings for monitoring of health facilities for the year 2019. Almost all 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 and the over – all average of 3.98. Over – all, the 77 (100%) customers were delighted with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

Table 13. Monitoring of Health Facilities Customer Satisfaction Survey

Criteria	No. of customer who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
The team was courteous and approachable	76	74	2	0	0	3.98	Strongly Agree (Delighted)
The monitoring team was knowledgeable on the indicators and standards	77	76	1	0	0	3.99	Strongly Agree (Delighted)

The time allotted for the activity was sufficient to cover all the areas for monitoring	77	74	3	0	0	3.96	Strongly Agree (Delighted)
Questions/ concerns were approximately and correctly addressed	77	76	1	0	0	3.99	Strongly Agree (Delighted)
The monitoring results are just, honest and objective.	77	77	0	0	0	4	Strongly Agree (Delighted)
Total	77	77	0	0	0	3.98	Delighted