

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
SECOND 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 April to June 2015, there were 2,166 clients who rated the different services of the DOH – CAR Office. Most of the clients were walk – in clients that constitutes to 50% of the total clients followed by participants of the trainings conducted by DOH CAR. (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), and TA (others) 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 99.72%. All of the survey conducted except internal and Kapihan 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	1,073	1,073	100
Internal	68	67	99
Passenger	54	54	100
Training Evaluation	598	598	100
Kapihan	107	102	95
ICT	119	119	100
Dormitory	95	95	100
Technical Assistance and Support (Commodities)	34	34	100
Technical Assistance and Support (Others)	18	18	100
DOH – CAR over – all satisfaction rate	2,166	2, 160	99.70

External Client Satisfaction Survey

From April 1, 2015 to June 30, 2015 a total of 1073 walk – in clients at DOH- CAR and Ifugao PDOH Office filled out the Client Satisfaction Survey (CSS) forms in the drop box. Most of the respondents sought the services of the Management Division (34%) followed by Regulations, Licensing and Enforcement Division (26%). 1,073 (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

Division Providing Service	Customer	Satisfied	Not Satisfied
Regional/ Assistant Regional Director's Office	131 (12%)	131 (100%)	0
Local Health Support Division	206 (19%)	206 (100%)	0
Regulations, Licensing and Enforcement Division	276 (26%)	276 (100%)	0
Management Support Division	364 (34%)	364 (100%)	0
Ifugao PDOH Office	96 (9%)	96 (100%)	
Total	1,073 (100%)	1,073 (100%)	0
Over - all Satisfaction Rate	100%		

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.

Table 2b. Details of External Survey Ratings DOH – CAR Office					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	817 (76%)	242 (23%)	0	0	14 (1%)
Timely response was given	817 (76%)	243 (23%)	0	0	13 (1%)
The staff was well - informed	809 (75%)	242 (23%)	0	0	21 (2%)
The staff was courteous and approachable	863 (80%)	197 (18%)	0	0	13 (1%)
The services rendered were just, honest and fair	839 (78%)	219 (20%)	0	0	15 (1%)
The workplace was clean and organized	836 (78%)	227 (21%)	0	0	10 (1%)

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 99%. All of the division had achieved a rating higher than the target satisfaction. Moreover, most of the respondents (51%) were delighted 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

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office	13	8	1	0	22	22	100%
Local Health Support Division	6	3	2	0	11	11	100%
Regulations, Licensing and Enforcement Division	3	1	1	0	5	5	100%
Management Support Division	12	11	6	1	30	29	97%
Total	34 (51%)	23 (34%)	21 (31%)	1 (1%)	68 (100%)	67	99%

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: 54

	Satisfied	Not Satisfied	Undecided
Professional conduct of passengers (ie. Courtesy, helpfulness, cooperation, patience, responsibility, sensitivity to passengers' legitimate needs/ comfort, initiative, good working relationship towards internal and external clients)	54 (100%)	0	0
Punctuality of the driver	54 (100%)	0	0
Condition of the vehicle during the trip	53 (98%)	0	1(2%)
Cleanliness of vehicle	54 (100%)	0	0
Safe driving (Driver drove safely, within speed limits, obey traffic rules, etc)	54 (100%)	0	0
Physical appearance of driver	54 (100%)	0	0
Over – all Satisfaction	54 (100%)		

Training Evaluations

From the month of January to March 2015, there were 16 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 310 (52%) of the participants rated the trainings they had attended to be “Excellent”, 243 (41%) rated it “Very Satisfactory” and 45 (8%) rated it as “Satisfactory”. Thus, the total satisfaction rating for the trainings is 100%. This exceeded the target satisfaction rate of 85%.

Table 5. Summary of Findings for the Training Evaluation

No. of Trainings Conducted: 16

No. of Respondents: 598

Title of Trainings	Poor	Satisfactory	Very Satisfactory	Excellent	Total
Volunteer Youth Leaders for Health Orientation of New Volunteers (Abra)	0	0	11 (29%)	27 (71%)	38 (100%)
Newborn Screening Training	0	0	12 (38%)	20 (63%)	32 (100%)
Training on Dengue Vector Surveillance and Integrated Vector Management (Batch 3)	0	1 (5%)	15 (75%)	4 (20%)	20 (100%)
Training on Dengue Vector Surveillance and Integrated vector Management (Batch 4)	0	2 (4%)	26 (82%)	4 (14%)	32 (100%)
Peer Education Training on Adolescent Reproductive Health (Abra)	0	0	6 (14%)	37 (86%)	43 (100%)
Area-Based Training on World Health Organization Child Growth Standards for Untrained BHWs/BNs/RHMs/ for Nutritionally Depressed Municipalities	0	0	7 (31%)	24 (77%)	31 (100%)
Training on Journalism and Desktop Publishing for Cordillera Health Voice Magazine editorial Staff	0	10 (43%)	13 (57%)	0	23 (100%)
Emergency Responders Course	0	5 (8%)	28 (46%)	28 (46%)	61 (100%)
G6PD Parent Forum	0	0	24 (33%)	48 (67%)	72 (100%)
Family Planning Competency Based Training Level 1 for Hospitals	0	2 (7%)	16 (57%)	10 (36%)	28 (100%)

Orientation of Barangay Health Workers on Newborn Screening (Apayao)	0	0	12 (13%)	78 (87%)	90 (100%)
Integrated Philippine Disease Surveillance and Response (PIDSR), Vaccine Preventable Disease Surveillance (VPDS) Training for the Province of Benguet	0	4 (13%)	25 (83%)	1 (3%)	30 (100%)
Orientation on New Vaccines and Introduction of Adolescent and Immunization	0	8 (26%)	15 (48%)	8 (26%)	31 (100%)
Training on Minilaparotomy under Local Anesthesia	0	0	7 (58%)	5 (42%)	12 (100%)
Integrated Philippine Disease Surveillance and Response (PIDSR), Vaccine Preventable Disease Surveillance (VPDS) Training for the Province of Kalinga	0	8 (26%)	14 (47%)	8 (27%)	30 (100%)
Integrated Philippine Disease Surveillance and Response (PIDSR), Vaccine Preventable Disease Surveillance (VPDS) Training for Mt. Province	0	5 (20%)	12 (48%)	8 (32%)	25 (100%)
Total	0	45 (8%)	243 (41%)	310 (52%)	598 (100%)
Over – all Satisfaction Rating	598 (100%)				

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 95% exceeded the target satisfaction rate of 85%. There were no dissatisfaction for kapihan, the remaining 5% constitute to those who did not answer the over – all assessment.

Table 6. Summary of Findings for the Kapihan

	Satisfied	Not Satisfied	TOTAL
A. Content			
1. The objectives were clearly defined and met	103 (100%)	0	103 (100%)
2. Topics discussed/ presented were relevant and timely	101(99%)	1 (1%)	102 (100%)
3. Resource materials	96 (95%)	5 (5%)	101 (100%)
B. Resource Person			
C. Over – All Assessment*	102 (95%)	0	107 (100%)

*5 respondents did not answer

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	118	99%
Satisfactory	1	1%
Fair	0	
Poor	0	
Total	119	
Over – all Satisfaction Rating	119	100%

Dormitory CSS

Table 8 presents the summary findings for the satisfaction rate of the clients on the dormitory. There were 95 clients for the second quarter of 2015 who answered the customer satisfaction survey. The over – all satisfaction rate is 100% which exceeded the target satisfaction of 85%.

Table 8. Summary Findings for Dormitory CSS

	Satisfied	Not Satisfied	Total
How Friendly was the staff?	95 (100%)	0	95 (100%)
How quick was the check - in/ reservation process?	95 (100%)	0	95 (100%)
Was your room clean upon arrival?	95 (100%)	0	95 (100%)
Over- all, were you satisfied with your stay at the dorm?	95 (100%)	0	95 (100%)
Over – all Satisfaction Rating	95 (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 second quarter of 100% 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	34	33 (97%)	1 (3%)
Relevance	34	33 (97%)	1 (3%)
Condition of the Items			
a. Expiration date	31	13 (58%)	18 (62%)
b. Physical Condition	33	33 (100%)	0
Over – all Assessment	34	34 (100%)	0

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 second quarter of 2015. 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 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	17	9 (53%)	8 (47%)	0	0
Quality of the TA	17	6 (35%)	11 (65%)	0	0
Timeliness of the TA	18	4 (22%)	14 (78%)	0	0
Satisfaction Rate	18	18 (100%)		0	

Analysis:

Relevant Findings	Analysis/ Recommendation	Action/ Improvement Plan
Internal (99%) 67/68	Dissatisfaction expressed in the survey forms is actionable by the concerned service providers.	Service providers may issue Customer Satisfaction Survey Forms at point-of-service, and the recipients of service to drop the accomplished forms in the drop boxes and not to wait for the monthly surveys.
External (100%) 1073/1073	All of the respondents indicated that they were satisfied with the over-all services they obtained. The targeted 85% satisfaction rate was once again surpassed. This indicates that service providers satisfied the expectations of their clients.	Continue being focused on excellence of service towards clients. Continue issuing CSS forms to clients at point of service
Kapihan (95%) Satisfied – 102 Not satisfied – 0 No answer - 5	The over – all satisfaction rate of Kapihan for the 2 nd qtr of 2015 is 95%. Although, there is no dissatisfaction, the 5% constitute to the clients who did not indicate whether they are satisfied or not.	For the process owner to check the format and design of the questionnaire and see to it that the portion for the over- all satisfaction is readable and highlighted so that the clients will realize that is important for them to answer it. For the process owner to continually remind clients to fill – up all the items in the questionnaire.
ICT (119/119) Passenger (54/54) Training (598/598) Dormitory (95/95) Commodities (34/34) Technical Advisory and Support (18/18)	The over – all satisfaction rates was 100% both for the internal and external clients.	Continue provision of satisfactory services to all clients.

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Conclusions:

The over – all rating of the DOH CAR Office services rendered to its clients is 99.72% which is 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.

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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