

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
SECOND QUARTER 2016**

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, HFEP projects and others.

FINDINGS:

From April to June 2016, there were 2,345 clients who rated the different services of the DOH – CAR Office. Most of the clients were external clients from the regional office and the provincial DOH offices which constitutes to 44% of the total clients followed by the participants from the training conducted by the office (28%). (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), HFEP, dormitory, IEC materials and Passenger surpasses the target satisfaction rate which is 85%. It can also be seen that the over – all satisfaction rate of the office for the second quarter of 2016 is high with a percentage of 99.36%. 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 12 dissatisfactions and 3 clients did not answer 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	1,022	1,017	99.51
Internal	49	43	87.75
Kapihan	80	79	98.75
ICT	133	133	100
Training Evaluations	653	653	100
Technical Assistance and Support (Commodities)	111	109	98.20
Technical Assistance and Support (Others)	64	64	100
HFEP	120	119	99.17
Dormitory	40	40	100
IEC	11	11	100
Passenger	62	62	100
DOH – CAR over – all satisfaction rate	2,345	2,330	99.36

12 dissatisfaction; 3 did not answer

External Client Satisfaction Survey

From April 1, 2016 to June 30, 2016, a total of 1,022 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, Baguio City, 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 Management Support Division (40%). Almost all of the clients were satisfied by the service provided in the regional offices (99.43%) and the provincial/city offices (99.68%) with a total satisfaction rate of 99.51%. This exceeded the target satisfaction rate of 85%.

There were a total of 5 dissatisfaction, 4 in the regional office and 1 in the city office. The dissatisfaction in the regional office cannot be validated because specific reasons for dissatisfaction and contact information and identification of the respondents were not indicated. In the city office, the reason for dissatisfaction was indicated and specific actions were done by the office. (See Table for details)

Table 2a. External Satisfaction Rating per Division/PDOHO

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office - CAR	706	702 (99.43%)	4 (0.57%)
<i>Regional/ Assistant Regional Director's Office</i>	174	171(98%)	3(2%)
<i>Local Health Support Division</i>	192	192(100%)	0
<i>Regulations, Licensing and Enforcement Division</i>	55	55 (100%)	0
<i>Management Support Division</i>	285	284 (99.65%)	1(0.35%)
Provincial DOH Offices	316	315 (99.68%)	1 (0.32%)
<i>Apayao PDOH Office</i>	103	103 (100%)	0

<i>Baguio City CDOH</i>	51	50 (98.04%)	1 (1.96%)
<i>Ifugao PDHO Office</i>	73	73 (100%)	0
<i>Kalinga PDOH Office</i>	39	39 (100%)	0
<i>Mt. Province</i>	50	50 (100%)	0
Total	1,022	1,017	5
Over - all Satisfaction Rate		99.51%	

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 agree and strongly agree with the following statements regarding their satisfaction to the services they had received. There were also some of the clients who disagree and strongly disagree with the statements especially on the statement “Received the appropriate services needed.”

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.

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 other purposes like attending meetings, pick up requested supplies and others. For the provincial/ city DOH offices, the main purpose of visit was to submit report/ 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	560 (79.32%)	133 (18.84%)	5 (0.71%)	1 (0.14%)	7 (0.99%)
Timely response was given	562 (79.60%)	133 (18.84%)	1 (0.14%)	1 (0.14%)	9 (1.27%)
The staff was well - informed	548 (77.62%)	141 (19.97%)	7 (0.99%)	1 (0.14%)	9 (1.27%)
The staff was courteous and approachable	586 (83%)	112 (15.86%)	0	1 (0.14%)	7 (0.99%)
The services rendered were just, honest and fair	575 (81.44%)	122 (17.28%)	1 (0.14%)	0	7 (0.99%)
The workplace was clean and organized	563 (79.75%)	139 (19.69%)	0	0	4 (0.57%)

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	269 (85.13%)	44 (13.92%)	0	0	3 (0.95%)
Timely response was given	269 (85.13%)	44 (13.92%)	0	0	3 (0.95%)
The staff was well - informed	265 (83.86%)	47 (14.87%)	0	0	4 (1.27%)
The staff was courteous and approachable	270 (85.44%)	41 (12.97%)	0	0	5 (1.58%)

The services rendered were just, honest and fair	268 (84.81%)	42 (13.29%)	0	0	6 (1.90%)
The workplace was clean and organized	249 (78.80%)	63 (19.94%)	0	0	4 (1.27%)

Table 2c. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	55	95	150
Inquire/ request data or documents	111	37	148
Seek assistance	232	15	247
Interview/ research	66	0	66
Follow – up documents	17	7	24
Apply for license, accreditation, certification, registration	64	5	69
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	216	73	289
Purpose not indicated	60	84	144

Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division. The office has an approximate of 200 employees, permanent and job contractors. There were only a total of 49 (25%) ratings collected based on the internal CSS. It can then be assumed that the remaining 75% has a satisfactory rating.

Based on the collected internal CSS, it can be seen that most of the clients were delighted with the service provided to them with an over – all satisfaction rate of 88%. There were dissatisfactions of 8% from the LHSD and MSD and 4% were not verified whether they are satisfied or not since they did not answer. The reasons for dissatisfactions were given to the division/ service provider concerned and actions were already done. (See Table for details)

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

No. of ratings: 49

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	6 (60%)	4 (40%)	0	0	0	10	10	100%
Local Health Support Division (LHSD)	4 (57%)	1 (14%)	0	2 (29%)	0	7	5	71%
Regulations, Licensing and Enforcement Division (RLED)	1 (100%)	0	0	0	0	1	1	100%
Management Support Division (MSD)	14 (45%)	7 (23%)	6 (19%)	2 (6.45%)	2 (6.45%)	31	27	87%
Total	25	12	6	4	2	49	43	87.75%

	(51%)	(24%)	(12%)	(8%)	(4%)			
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Training Evaluations

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of April to June were rated as Satisfactory to excellent.

Of the 27 Capability Building Activities conducted for both internal and external clients, nine (9) trainings were rated as Excellent, and Eighteen (18) were likewise rated as very satisfactory.

This only means that the trainings conducted have met the target where 85% of participants rated the trainings as satisfactory or better. 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: 27

No. of Respondents: 653*

Title of Trainings	Excellent	Very Satisfactory	Satisfactory	Poor	Total
Glucose and Phosphate Dehydrogenase Deficiency Parent Forum	72.86% (51/ 96)	64.29% (45/ 96)	0	0	100% (96)
Consultative Meeting cum Reconciliation Workshop with LGU Accountants and Health Officers	1.38% (1/ 72)	79.16% (57/72)	19.44% (14/72)	0	100% (72)
DOTS Providers Training for Jails/ Prisons	88%	12%	0	0	100%
Training of Coaches	26.66% 4/15)	73.33% (11/15)	0	0	100% (15)

Orientation on the Strategic Performance Management System	25% (13/49)	68% 36/49)	0	0	100% (49)
Family Planning Competency Based Training Level 1	30%	70%	0	0	100%
Training on Total Quality Management	46%	46%	8%	0	100%
HLGP Module 1 Batch 4	26.66% 4/15)	73.33% (11/15)	0	0	100% (15)
Training on Qualitative and Quantitative Research for the DOH-CAR Research Development Committee	11.11% (1/9)	88.88% (8/9)	0	0	100% (9)
Training on the Management of Tuberculosis in Children	36%	53%	5%	0	100%
Basic Training Course on Direct Sputum Smear Microscopy Batch 1	50%	40%	10%	0	100%
Introduction to Peer Counselling and Independent Living Workshop for PWD	56% (14/25)	32% (8/15)	12% (3/25)	0	100% (25)
PMNDR (Benguet) Quarter 2	31.25%	62.50%	6.25%	0	100%
Training of Vector Control Officers/ Coordinators on the use of Vector Control Equipment	65.51%	34.48%	0	0	100%
Consultation Dialogue with the LGUs on the DOH-CAR HRH Deployment Program (Abra Group)	50% (16/32)	46.88% (15/32)	3.13% (1/32)	0	100% (32)
Consultation Dialogue with the LGUs on the DOH-CAR HRH Deployment Program (Baguio and Benguet Group)	15.79% (6/37)	63.16% (24/37)	18.42% (7/37)		100% (37)
Consultation Dialogue with the LGUs on the DOH-CAR HRH Deployment Program (Ifugao and Mt. Province)	5.55% (2/32)	52.77% (19/32)	30.55% (11/32)	0	100% (32)

Consultation Dialogue with the LGUs on the DOH-CAR HRH Deployment Program (Apayao and Kalinga)	31.82% (7/19)	45.45% (10/19)	9.09% (2/19)	0	100% (19)
Training on the use of the administration of child injury prevention assessment tool	46.43% (13/28)	39.29% (11/28)	0	0	100% (28)
Integrated Microscopy Training Batch 1	82% (9/11)	18% (2/11)	0	0	100% (11)
Newborn Screening Program Implementation Review	34.57% (28/81)	55.56% (45/81)	9.88% (8/81)	0	100% (81)
Bilateral Tubal Ligation Batch 1	0	85.7%	14.3%	0	100%
HRH Post Deployment Evaluation cum Values Enhancement Seminar – Abra Group Batch 1	31.65% (48/158)	55.70% (88/158)	13.92% (22/158)	0	100%
HRH Post Deployment Evaluation cum Values Enhancement Seminar – Abra Group Batch 2	84.31% (43/51)	15.67% (8/51)	0	0	100% (51)
HRH Post Deployment Evaluation cum Values Enhancement Seminar – Apayao Group	66.66% (44/66)	33.33% (22/66)	0	0	100% (61)
Training on rabies exposure management for ABTC Staff	45% 9/20	55% 11/20	0	0	100% (20)
TB Infection Control Training	36%	57%	5%	0	100%
Over – all Satisfaction Rating	100%				

*10 trainings did not indicate the actual # of participants, only percentage

Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 80 participants that attended the Kapihan for the month of April to June 2016 who filled up the client satisfaction rating form. 98.75% (79) of the clients were satisfied with the Kapihan while there is 1 client who did not tick the over – all satisfaction. Most of the clients were also satisfied with the content of the Kapihan except that there were 3 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	76 (95%)	0	4 (5%)	80
2. Topics discussed/ presented were relevant and timely	76 (95%)	0	4 (5%)	80
3. Resource materials	69 (86.25%)	3 (3.75%)	8 (10%)	80
B. Resource Person				
C. Over – All Assessment	79 (98.75%)	0	1 (1.25%)	80

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 April to June 2016. There were a total of 133 clients, both internal and external who had received technical assistance from the ICT section wherein all of them rated the service as Very Satisfactory (98.5%) and satisfactory (1.5%). Thus, the over – all satisfaction for ICT – CSS which was 100% exceeded the target rate of 85%.

Table 6. Summary Finding for ICT CSS

Rating	Number	Percentage
Very Satisfactory	131	98.5%
Satisfactory	2	1.5%
Fair	0	0
Poor	0	0
Total	133	0
Over – all Satisfaction Rating	133	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 medicine and IEC. The satisfaction rating for the second quarter was 98% which exceeded the target satisfaction rate of 85%. This indicates that the customers are satisfied with the commodities that they had received from the office. The two dissatisfaction was from the province of Abra. (see Table 14 for details)

Table 7. Summary of Ratings for Commodities

Type of commodity:

Medicine = 37, Medical supplies = 29, Medical equipment = 23, IEC = 34, Printed materials = 21, others = 16

Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	108	104 (96%)	4 (4%)
Relevance: Was the delivered item(s) what you need?	107	105 (97%)	2 (3%)
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies)	77	15 (19%)	62(81%)

expiring in 6 mos?			
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	111	111 (100%)	0
Over – all Assessment	111	109 (98%)	2 (2%)

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 second quarter of 2016. Most of the technical assistance provided was advisory services. 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 8. Summary of Ratings for the Other Types of TA

Type of TA provided:

Resource person = 11, Advisory services=22, provision of grants/funds = 7 others = 15

Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	65	35	30	0	0
Quality of the TA	64	26	38	0	0
Timeliness of the TA	65	28	36	1	0
Over – all Assessment	64	57	7	0	0
Over – all Satisfaction Rate	100% (64/64)				

Client Satisfaction Survey on HFEP

Table 9 shows the summary of ratings for HFEP Equipment and infrastructure for the second quarter of 2016. There were 92 clients who filled up the customer satisfaction survey of HFEP for equipment (Table 9a). It can be seen that half (50%) of the clients has an over - all assessment of very good. Most of clients also rated reliability, usability, maintainability and durability of the HFEP equipment as very good. Over – all, the satisfaction rate was 100%.

Table 9b shows the summary of satisfaction rating of the clients for HFEP Infrastructure. It can be seen from the table that the clients rated the infrastructure to be good (39%) and very good (36%). One client is not satisfied, it was rated by La Paz RHU, it states that “Needs improvement of sink & faucet.” Program coordinator noted this comment and see whether they can include this in their next plans.

Table 9a. Summary of Ratings for HFEP (Equipment)

of respondents= 92

Criteria	No. customers	Excellent	Very Good	Good	Poor
Assistance/ needs provided as requested	75	13	42	18	2
Reliability	90	16	54	20	0
Usability	89	17	48	24	0
Maintainability	91	15	48	28	0
Durability	90	12	48	28	2
Over – all Assessment	92	22 (24%)	46 (50%)	24 (26%)	0
Over – all Satisfaction Rate				92 (100%)	

Table 9b. Summary of Ratings for HFEP (Infrastructure)

Criteria	No. customers	Excellent	Very Good	Good	Poor
Safety	28	6	9	12	1
Space	27	6	11	9	1
Design	27	7	8	9	2

Quality of Materials	29	5	10	12	2
Over – all Assessment	28	6 (21%)	10 (36%)	11 (39%)	1 (4%)
Over – all Satisfaction Rate				96% (27/28)	
Over – all Satisfaction for HFEP (Equipment and Infra)				99.17% (119/120)	

Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the second quarter of 2016. It can be seen that 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 85%. Although there were no dissatisfactions, provision of toiletries was suggested by one of the client.

Table 10. Summary of Ratings for Dormitory

Criteria	No. customers	Satisfied	Not Satisfied
How friendly was the staff?	40	40 (100%)	0
How quick was the check – in/ reservation process?	40	40 (100%)	0
Was your room clean upon arrival?	40	40 (100%)	0
Over – all Satisfaction	40	40 (100%)	0

Client Satisfaction Survey for IEC Materials

Table 11 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the second quarter of 2016. 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 85%.

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	8	5. Posters	11
2. Tarpaulins	8	6. Brochures	9
3. Flyers	11	7. Audio Visual Presentations	1
4. Flipcharts	10	8. Others	0
Over – all Assessment	Satisfied 11 (100%)	Not Satisfied 0 (0%)	Total 11 (100%)

Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Dormitory for the second quarter of 2016. It can be seen that 100% of the clients were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 85%. Although there were no dissatisfactions in the over – all rating, there were 3 dissatisfactions on the safe driving criteria of the CSS form. The comment of the passenger was reflected in Table 14.

Table 12. Summary of Ratings for Passenger

Criteria	No. customers who rated the form	Satisfied	Not Satisfied
Professional conduct of passengers	61	61	0
Punctuality of the driver	62	62	0
Condition of the vehicle during the trip	62	62	0
Cleanliness of vehicle during the trip	62	62	0
Safe driving	62	59	3
Physical appearance of the driver	62	62	0
Over – all Satisfaction	62	62 (100%)	0

Appendices

External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 40 clients that filled up the CSS form at PDOHO – Apayao. 73% of the clients were DOH staff. Most of the clients (11) went to the office submit reports/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 the 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	No Answer
Received the appropriate services needed	98	2	0	0	3
Timely response was given	99	2	0	0	3
The staff was well – informed	97	3	0	0	3
The staff was courteous and approachable	97	3	0	0	3
The services rendered were just, honest and fair	97	3	0	0	3
The workplace was clean and organized	93	7	0	0	3
Over – all Customer Satisfaction		103	0		0

Purpose of the Transaction/ Visit:

Submit reports of documents: 30

Interview/ research: 4

Inquire, request data, request documents: 5

Follow – up documents: 0

Seek assistance: 4

Apply: 1

Others: 15

**External Client Satisfaction Survey
(CDOH Office – Baguio City)**

There were a total of 51 clients that filled up the CSS form at CDOHO – Baguio City. Most of them were DOH staff (78%). The purposes of visit were to submit reports/documents, seek assistance and others which includes attending meeting/ orientation. 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, the clients were satisfied by the services provided by the office although there is one dissatisfaction.

Table 15b. Details of External Survey Ratings City DOH Office – Baguio City					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	45	6	0	0	0
Timely response was given	42	9	0	0	0
The staff was well – informed	44	6	0	0	1
The staff was courteous and approachable	44	6	0	0	1
The services rendered were just, honest and fair	44	6	0	0	1
The workplace was clean and organized	44	7	0	0	0
Over – all Customer Satisfaction	50 (98%)		1		0

Purpose of the Transaction/ Visit:

Submit reports of documents: 30	Inquire, request data, request documents: 5	Seek assistance: 4
Interview/ research: 4	Follow – up documents: 0	Apply: 1
		Others: 15

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

There were a total of 73 clients that filled up the CSS form at PDOHO – Ifugao. Most of them were DOH staff (84%). The purposes of visit were to submit reports/documents, inquire, request data, request documents and others which include attending meeting/ orientation. 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. Over – all, all 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	No Answer
Received the appropriate services needed	53	20	0	0	0
Timely response was given	54	19	0	0	0
The staff was well – informed	55	18	0	0	0
The staff was courteous and approachable	57	16	0	0	0
The services rendered were just, honest and fair	55	17	0	0	1
The workplace was clean and organized	52	21	0	0	
Over – all Customer Satisfaction	73 (100%)		0		

Purpose of the Transaction/ Visit:

Submit reports of documents: 30	Inquire, request data, request documents: 5	Seek assistance: 4
Interview/ research: 4	Follow – up documents: 0	Others: 15
	Apply: 1	

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

There were a total of 39 clients that filled up the CSS form at PDOHO – Kalinga. Three of them were DOH staff, 33 were not DOH staff, while 3 did not ticked. Most of the clients (17) went to the office to inquire, request data or request document. Table 15d 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.

Table 15d. Details of External Survey Ratings Provincial DOH Office – Kalinga					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	31	8	0	0	0
Timely response was given	31	7	0	0	1
The staff was well – informed	32	7	0	0	
The staff was courteous and approachable	32	6	0	0	1
The services rendered were just, honest and fair	32	6	0	0	1
The workplace was clean and organized	28	11	0	0	0
Over – all Customer Satisfaction	39 (100%)	0	0	0	0

Purpose of the Transaction/ Visit:

Submit reports of documents: 30	Inquire, request data, request documents: 5	Seek assistance: 4
Interview/ research: 4	Follow – up documents: 0	Others: 15
	Apply: 1	

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

There were a total of 50 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients were DOH staff (56%). Most of the clients (24) went to the office to submit reports/documents. 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.

Table 15e. Details of External Survey Ratings Provincial DOH Office – Mt. Province					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	42	8	0	0	0
Timely response was given	43	7	0	0	0
The staff was well – informed	37	13	0	0	0
The staff was courteous and approachable	40	10	0	0	0
The services rendered were just, honest and fair	40	10	0	0	0
The workplace was clean and organized	32	17	0	0	1
Over – all Customer Satisfaction	50 (100%)		0		0

Purpose of the Transaction/ Visit:

Submit reports of documents: 30	Inquire, request data, request documents: 5	Seek assistance: 4
Interview/ research: 4	Follow – up documents: 0	Apply: 1
		Others: 15