

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
SECOND QUARTER 2017**

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, HFEP, TA, dormitory and others.

FINDINGS:

From April to June 2017, there were a total of 3,200 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants of trainings which constitutes to 46% of total followed by external clients from the regional office and provincial DOH offices (21%). (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 87%. It can also be seen that the over – all satisfaction rate of the office for the second quarter of 2017 is high with a percentage of 99.75%. 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 8 dissatisfactions in 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	684	683	99.85
Internal	351	351	100
Training Evaluations	1486	1481	99.66
Kapihan	84	84	100
ICT	301	301	100
Technical Assistance and Support (Commodities)	47	47	100
Technical Assistance and Support (Others)	7	7	100
HFEP	98	96	97.96
Dormitory	58	58	100
IEC	24	24	100
Passenger	60	60	100
DOH – CAR over – all satisfaction rate	3200	3192	99.75

*Note: 8 dissatisfactions

External Client Satisfaction Survey

From April 1 to June 30, 2017 a total of 684 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, Ifugao 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 (36%). Almost all of the clients were satisfied by the service provided in the regional offices (99.75%) and the provincial/city offices (100%) with a total satisfaction rate of 99.85%. There was a 1 dissatisfaction. This exceeded the target satisfaction rate of 87%.

Table 2a. External Satisfaction Rating per Division/PDOHO

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office – CAR	399	398 (99.75%)	1 (0.25%)
Regional/ Assistant Regional Director's Office	134	134 (100%)	0
Local Health Support Division	95	95 (100%)	0
Regulations, Licensing and Enforcement Division	67	66 (98.51%)	1 (1.49%)
Management Support Division	103	103 (100%)	0
Provincial DOH Offices	285	285 (100%)	0
Apayao PDOH Office	235	235 (100%)	0
Ifugao PDOH Office	38	38 (100%)	0

Mt. Province PDOH Office	12	12 (100%)	0
Total	684	683 (99.85%)	1 (0.15%)
Over - all Satisfaction Rate	99.85%		

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 disagree and 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.

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 and apply for license, accreditation, certification and registration. For the provincial/ city DOH offices, the main purpose of visit was to submit reports/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	340 (85.21%)	56 (14.04%)	2 (0.5%)	1 (0.25%)	0
Timely response was given	341 (85.46%)	56 (14.04%)	2 (0.5%)	0	0

The staff was well - informed	339 (84.96%)	57 (14.29%)	1 (0.25%)	1 (0.25%)	1 (0.25%)
The staff was courteous and approachable	358 (89.72%)	41 (10.28%)	0	0	0
The services rendered were just, honest and fair	352 (88.22%)	46 (11.53%)	1 (0.25%)	0	0
The workplace was clean and organized	346 (86.72%)	53 (13.28%)	0	0	0

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	258 (90.53%)	27 (9.47%)	0	0	0
Timely response was given	259 (90.88%)	26 (9.12%)	0	0	0
The staff was well - informed	261 (91.58%)	24 (8.42%)	0	0	0
The staff was courteous and approachable	261 (91.58%)	24 (8.42%)	0	0	0
The services rendered were just, honest and fair	248 (87.02%)	37 (12.98%)	0	0	0
The workplace was clean and organized	229 (80.35%)	56 (19.65%)	0	0	0

Table 2d. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	37	85	122
Inquire/ request data or documents	72	23	95
Seek assistance	201	11	212
Interview/ research	38	1	39
Follow – up documents	14	23	37
Apply for license, accreditation, certification, registration	75	1	76
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	20	41	61
IEC Materials	0	0	0
Purpose not indicated	27	3	30

Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for April to June 2017. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 351 (175.5%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (49.3%) followed by very satisfied with (42.7%) and satisfied (8%) with the service provided to them. The over-all satisfaction rate for Internal CSS is 100%.

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

No. of ratings: 351

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	154 (48.73%)	136 (43.04%)	26 (8.23%)	0	0	316	316	100%
Local Health Support Division (LHSD)	0	0	1 (100%)	0	0	1	1	100%
Regulations, Licensing and Enforcement Division (RLED)	2 (100%)	0	0	0	0	2	2	100%
Management Support Division (MSD)	6 (60%)	3 (30%)	1 (10%)	0	0	10	10	100%
Provincial DOH Office (PDOHO)	11 (50%)	11 (50%)	0	0	0	22	22	100%
Total	173 (49.3%)	150 (42.7%)	28 (8%)	0	0	351	351	100%

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 35 Capability Building Activities conducted for both internal and external clients, twenty-eight (28) trainings were rated as very satisfactory, and seven (7) were likewise rated as excellent.

This only means that the trainings conducted have met the target where 87% of participants rated the trainings as satisfactory or better. However, there were 5 clients who were not satisfied. The over-all satisfaction was 99.66%. 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: 35

No. of Respondents: 1486

Title of Trainings	Date	Excellent	Very Satisfactory	Satisfactory	Poor	Total
1. Healthy Lifestyle and Men's Involvement in Reproductive Health - Kalinga	April 04, 2017	15/44 34.09%	23/44 52.27%	6/44 13.64%		44
2. Healthy Lifestyle and Men's Involvement in Reproductive Health - Mt. Province	April 05, 2017	14/52 26.92%	34/52 65.38%	4/52 7.69%		52
3. Healthy Lifestyle and Men's Involvement in Reproductive Health - Ifugao	April 06, 2017	36/74 48.65%	38/74 51.35%			74

4. Orientation of Barangay Captains in the identification of drug users – Batch 1	April 4-7, 2017	20/55 36.36%	27/55 49.09%	8/55 14.55%		55
5. Orientation of Barangay Captains in the identification of drug users	April 17-21, 2017	22/44 50%	20/44 45.45%	2/44 4.55%		44
6. Orientation of Barangay Captains in the identification of drug users	April 24-26, 2017	10/42 23.81%	28/42 66.67%	4/42 9.83%		42
7. International Classification of Disease (ICD) 10 Training	May 8-12, 2017	6/23 26.09%	15/23 65.22%	2/23 8.70%		23
8. Training on Rabies Exposure Management	April 11-13, 2017	1/10 10%	7/10 70%	2/10 20%		10
9. Training of Coaches-Module 2 Batch 1	April 17-19, 2017	4/17 23.53%	13/17 76.48%			17
10. Integrated Training on the Rehab Services and Primary Eye Care Services at the Primary Health Care Facility	April 18-21, 2017	9/18 50%	9/18 50%			18
11. Training of Coaches Batch 2 Module 2	April 19-21, 2017	8/20 40%	12/20 60%			20
12. Comprehensive Vaccine Preventable Surveillance Training	April 18-20, 2017	8/37 22%	26/37 70%	3/37 8%		37
13. Orientation of Barangay Captains in the identification of drug users	April 17-21, 2017	27/62 43.55%	31/62 50%	4/62 6.45%		62

14. Orientation of Barangay Captains in the identification of drug users	April 24-26, 2017	57/102 55.88%	41/102 40.20	4/102 3.92		102
15. Orientation of HW on Nutri-Services and Interventions	April 26-27, 2017	28/54 51%	26/54 48.15%			54
16. Orientation on Qualitative Testing for Water	April 28, 2017	1/4 17%	3/4 50%			4
17. Orientation of Provincial Local Investment Planning for Health Teams and Other Partners on the Dev't of LGU 2018 Annual Operational Plan	May 3-4, 2017	2/51 3.92%	39/51 76.47%	9/51 17.65%	1/51 1.96%	51
18. Training on Effective Media Handling	May 3-5, 2017	6/17 35.29%	9/17 52.94%	2/17 11.76%		17
19. Orientation on the Strategic Plan for the National Health Laboratory Network	May 05, 2017	5/22 23%	16/22 72%	1/22 5%		22
20. Integrated Training on the Rehab Services and Primary Eye Care Services at the Primary Health Care Facility - Batch 2	May 9-11, 2017	12/77 44.42%	13/27 48.18%	2/27 7.40%		27
21. Training on 4Rs of Women and Children Abuse Cases for Hospital Medical and Non-medical Personnel	June 5-7, 2017	10/24 41.7%	11/24 43.8%	3/24 12.5%		24
22. MPOWER and Brief Tobacco Intervention Skills Training	May 9-11, 2017	10/22 45.45%	11/22 50%	1/22 4.55%		22

23. Post-Training Evaluation Family Planning Competency Based Training Level II	May 23-25, 2017	6/21 28.57%	15/21 71.43%			21
24. Indigenous People Barangay Health Leadership and Management Program	May 24-25, 2017	10/18 55.56%	8/18 44.44%			18
25. Orientation on the New TB in Children Fixed Dose Combination Drugs	May 24-26, 2017	30/200 15%	101/200 51%	65/200 33%	4/200 3%	200
26. National Rabies Info System Training	May 31, 2017	3/49 6.12%	37/49 75.51%	9/49 18.37%		49
27. Orientation on Health Sector Performance Monitoring and Evaluation Batch 1	June 5-7, 2017	4/117 3.42%	61/117 53.51%	52/117 44.44%		117
28. Orientation on Health Sector Performance Monitoring and Evaluation Batch 2	June 7-9, 2017	12/77 15.58%	48/77 62.34%	17/77 22.08%		77
29. Post-Training Evaluation: Bilateral Tubal Ligation via Mini Laboratory under Local Anaesthesia	June 6-8, 2017	6/9 66.7%	2/9 22.2%	1/9 11.1%		9
30. Lactation Management Training	June 20-22, 2017	15/32 47%	13/32 40%	4/32 13%		32
31. Orientation of Health Workers on the Nutrition Services and Interventions During the 1 st 1000 days	June 27-29, 2017	17/23 73.91%	6/23 26.09%			23
32. Training on Vector Control for Outbreak Response	June 28-29, 2017	11/32 34.38%	20/32 62.5%	1/32 3.12%		32

33. Training Course for Assessors of Laboratory Action Plan of Hospitals in CAR	June 26-30, 2017	20/34 59%	14/34 41%			34
34. From Pen to Podium: Training-workshop on Professional Oral Communication and Business Correspondence	June 15-16, 2017	15/25 60%	10/25 40%			25
35. Culture Sensitivity Training	June 13-15, 2017	7/28 25%	21/28 75%			28
Over – all Satisfaction Rating	99.66%					

Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 84 participants that attended the Kapihan for the month of April to June 2017 who filled up the client satisfaction rating form. 100% (84) of the clients were satisfied with the Kapihan. Most of the clients were also satisfied with the content and topics discussed in the Kapihan except that there was 6 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	84 (100%)	0	0	84
2. Topics discussed/ presented were relevant and timely	83 (98.81%)	0	1 (1.19%)	84
3. Resource materials	77 (91.67%)	6 (7.14%)	1 (1.19%)	84

B. Resource Person				
C. Over – All Assessment	84 (100%)	0	0	84

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 2017. There were a total of 301 clients, both internal and external who had received technical assistance from the ICT section wherein they rated the services as Very Satisfactory (94.35%) and Satisfactory (5.65%). Thus, the over – all satisfaction for ICT – CSS which was 100% exceeded the target rate of 87%.

Table 6. Summary Finding for ICT CSS

Rating	Number	Percentage
Very Satisfactory	284	94.35%
Satisfactory	17	5.65%
Fair		
Poor		
Total		
Over – all Satisfaction Rating	301	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 IEC. There were clients who rated that the items delivered to them will be expiring in 6 months, and the commodity is not in good physical condition. However, the over-all satisfaction rating for the second quarter was 100%, which exceeded the target satisfaction rate of 87%.

Table 7. Summary of Ratings for Commodities

Type of commodity:

Medicine =22, Medical supplies =7, Medical equipment =8, IEC =11, Printed materials =3, others =5

Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	47	46 (97.87%)	1 (2.13%)
Relevance: Was the delivered item(s) what you need?	47	47 (100%)	0
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	43	8 (18.6%)	35 (81.4%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	47	45 (95.74%)	2 (4.26%)
Over – all Assessment	47	47 (100%)	

Note: 4 CSS doesn't have "condition a" on the questionnaire.

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 2017. Most of the technical assistance provided were Resource person (3) followed by Advisory services (2). 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 8. Summary of Ratings for the Other Types of TA

Type of TA provided:

Resource person =3, Advisory services=3, provision of grants/funds =0, others =0

Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	7	5	2		
Quality of the TA	7	5	2		
Timeliness of the TA	7	4	3		
Over – all Assessment	7		7		
Over – all Satisfaction Rate	100%				

Client Satisfaction Survey on HFEP

Table 1 shows the summary of ratings for HFEP Equipment and infrastructure for the second quarter of 2017. It can be seen that 100% of the clients were satisfied with the assistance/ needs provided as requested. Meanwhile, 98.46% were satisfied with the equipment's given by the office and 96.97% for infrastructure provided to them. The overall satisfaction rating of 97.96% exceeded the target satisfaction rate of 85%.

Table 1a. Summary of Ratings for HFEP

Indicator	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Assistance/ needs provided as requested	38	12	20	4	2	0
Over – all Satisfaction Rate				100%		

Table 1b. Summary of Ratings for HFEP (Equipment)

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	86	17	55	9	4	1

Usability	85	18	50	11	3	3
Maintainability	84	12	50	19	2	1
Durability	86	14	41	21	8	2
Over – all Assessment	65	12	42	7	3	1
Over – all Satisfaction Rate				98.46% (64/65)		

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

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	38	7	19	7	2	3
Space	40	6	16	12	5	1
Design	40	4	18	11	5	2
Quality of Materials	40	4	17	12	3	4
Over – all Assessment	33	4	18	7	3	1
Over – all Satisfaction Rate				96.97% (32/33)		
Over – all Satisfaction for HFEP (Equipment and Infra)				97.96% (96/98)		

Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the second quarter of 2017. It can be seen that 58 (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 10. Summary of Ratings for Dormitory

Criteria	No. customers	Satisfied	Not Satisfied
How friendly was the staff?	58	58	0
How quick was the check – in/ reservation process?	58	58	0

Was your room clean upon arrival?	58	58	0
Utilities used (e.g. linens, shower, etc)	58	58	0
Over – all Satisfaction	58	58(100%)	

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 2017. 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 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	7	5. Posters	11
2. Tarpaulins	6	6. Brochures	12
3. Flyers	14	7. Audio Visual Presentations	2
4. Flipcharts	9	8. Others	5
Over – all Assessment	Satisfied 24 (100%)	Not Satisfied	Total 24

Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Passenger for the second quarter of 2017. It can be seen that 60 (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 Passenger

Criteria	No. customers who rated the form	Satisfied	Not Satisfied
Professional conduct of passengers	60		
Punctuality of the driver	60		
Condition of the vehicle during the trip	60		
Cleanliness of vehicle during the trip	60		
Safe driving	58		
Physical appearance of the driver	60		
Over – all Satisfaction	60	60 (100%)	

Appendices

External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 235 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 235 (100%) clients were satisfied by the services provided by the office.

Table 15a. Details of External Survey Ratings <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	227	8		
Timely response was given	229	6		
The staff was well – informed	229	6		
The staff was courteous and approachable	230	5		
The services rendered were just, honest and fair	215	20		
The workplace was clean and organized	204	31		
Over – all Customer Satisfaction	235			

Purpose of the Transaction/ Visit:

Submit reports of documents: 78

Inquire, request data, request documents: 20

Seek assistance: 4

Interview/ research: 1

Follow – up documents: 21

Apply: 0

Others: 14

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

There were a total of 12 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office with other reasons not indicated in the CSS. 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 with a satisfaction rating of 100%.

Table 15c. Details of External Survey Ratings Provincial DOH Office – Ifugao				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	20	18		
Timely response was given	22	16		
The staff was well – informed	22	16		
The staff was courteous and approachable	23	15		
The services rendered were just, honest and fair	23	15		
The workplace was clean and organized	21	17		
Over – all Customer Satisfaction	38			

Purpose of the Transaction/ Visit:

Submit reports of documents: 4	Inquire, request data, request documents: 2	Seek assistance: 0
Interview/ research: 0	Follow – up documents: 2	Others: 26
	Apply: 1	

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

There were a total of 12 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office with other reasons not indicated in the CSS. 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 with a satisfaction rating of 100%.

Table 15e. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	11	1		
Timely response was given	8	4		
The staff was well – informed	10	2		
The staff was courteous and approachable	8	4		
The services rendered were just, honest and fair	10	2		
The workplace was clean and organized	4	8		
Over – all Customer Satisfaction	12			

Purpose of the Transaction/ Visit:

Submit reports of documents: 3	Inquire, request data, request documents: 1	Seek assistance: 7
Interview/ research: 0	Follow – up documents: 0	Others: 1
	Apply: 0	