

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
SECOND QUARTER 2018**

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, Information Technology (I.T) maintenance, Kapihan sa Baguio, Information Education Communication (IEC) materials, commodities and technical assistance (TA), commodities, Health Facilities Enhancement Program CSS, dormitory and others.

FINDINGS:

From April to June, there were a total of 2,762 customers who rated the different services of the DOH – CAR Office. Most of the customers were from the trainings conducted by the regional office (42%) followed by external customers of the regional office and provincial DOH offices (26%). (Table 1)

Table 1 presents the summary of the customer satisfaction survey for DOH – CAR Office. It can be seen that all the survey conducted, external, internal, Kapihan, ICT, TA (commodities), technical assistance, HFEP, dormitory, IEC materials, Passenger and PHA Caravan surpass 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 2018 is high with a percentage of 99.89%. Although most of the customers were satisfied with the services provided to them by the DOH – CAR Office, it can be noted that there were 3 dissatisfactions in the over-all satisfaction question in the survey form.

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	712	712		100
Internal	157	157		100
Training Evaluation (Q1)	1177	1174	3	99.75
Kapihan	88	88		100
ICT	162	162		100
Technical Assistance and Support (Commodities)	111	111		100
Technical Assistance and Support (Others)	46	46		100
HFEP	4	4		100
Dormitory	20	20		100
IEC	16	16		100
Passengers of DOH-CAR Vehicles	90	90		100
PHA Caravan	179	179		100
DOH – CAR over – all satisfaction rate	2,762	2,759	3	99.89

External Customer Satisfaction Survey

From April to June 2018 a total of 712 walk – in customers at DOH- CAR Office and Provincial/City DOH Offices – (Apayao, Ifugao, Kalinga and Mt. Province) filled out the Customer Satisfaction Survey (CSS) forms for external customers. In the regional office, most of the customers sought the services in the Management Support Division (45%). All of the customers were satisfied by the service provided in the regional offices (100%) and the provincial/city offices (100%) with a total satisfaction rate of 100%. This exceeded the target satisfaction rate of 87%.

Table 2a. Summary of Ratings for the External Customers

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office – CAR	525 (73.74%)	525 (100%)	0
Regional/ Assistant Regional Director's Office	144 (20.22%)	144 (100%)	0
Local Health Support Division	97 (13.62%)	97 (100%)	0
Regulations, Licensing and Enforcement Division	48 (6.74%)	48 (100%)	0
Management Support Division	236 (33.15%)	236 (100%)	0
Provincial DOH Offices	187 (26.26%)	187 (100%)	0
Apayao PDOH Office	136 (19.10%)	136 (100%)	0
Ifugao PDOH Office	15 (2.11%)	15 (100%)	0

Kalinga PDOH Office	31 (4.35%)	31 (100%)	0
Mt. Province PDOH Office	5 (0.07%)	5 (100%)	0
Total	712	712	0
Over - all Satisfaction Rate	100%		

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 statements regarding their satisfaction to the services they had received. There was only one customer who disagreed with the statement being asked. There were also some customers who 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 almost all of the customers strongly agree and agree with the statements being asked.

Table 2d presents the purpose of the transaction/ visit of the customers in the regional office and the provincial/ city DOH offices. It can be gleaned from the table that most of the customers who went to the regional office sought assistance from the services providers. For the provincial/ city DOH offices, the main purpose of visit was to submit reports/documents.

Table 2b. Details of External Customer Survey Ratings

DOH – CAR Regional Office					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	454 (86.48%)	71 (13.52%)	0	0	0

Timely response was given	445 (84.76%)	80 (15.24%)	0	0	0
The staff was well - informed	452 (86.10%)	72 (13.71%)	1 (0.19%)	0	0
The staff was courteous and approachable	423 (80.57%)	55 (10.48%)	0	0	47 (8.95%)
The services rendered were just, honest and fair	456 (86.86%)	68 (12.95%)	0	0	1 (0.19%)
The workplace was clean and organized	436 (83.05%)	89 (16.95%)	0	0	0

Table 2c. Details of External Customer Survey Ratings

Provincial DOH Offices

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	183 (97.86%)	4 (2.14%)	0	0	0
Timely response was given	182 (97.33%)	5 (2.67%)	0	0	0
The staff was well - informed	185 (98.93%)	2 (1.07%)	0	0	0
The staff was courteous and approachable	185 (97.93%)	2 (1.07%)	0	0	0
The services rendered were just, honest and fair	183 (97.86%)	4 (2.14%)	0	0	0
The workplace was clean and organized	181 (96.79%)	6 (3.21%)	0	0	0

Table 2d. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	28	125	151
Inquire/ request data or documents	74	22	96
Seek assistance	173	26	189
Interview/ research	39	1	40
Follow – up documents	13	4	14
Apply for license, accreditation, certification, registration	67	0	67
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	40	122	162
IEC Materials	0	0	0
Purpose not indicated	130	0	130

Internal Customer Satisfaction Survey

Table 3 presents the summary findings of the internal customer satisfaction survey per division for April to June 2018. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 157 (79%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (78.98%) followed by very satisfied with (17.20%) with the service provided to them. The overall satisfaction for the Internal CSS is 100%.

Table 3. Summary of Ratings for the Internal Customers per Division

No. of ratings: 157

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied customer	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	17 (73.91%)	6 (26.09%)	0	0	0	23	23	100%
Local Health Support Division (LHSD)	11 (64.71%)	6 (35.29%)	0	0	0	17	17	100%
Regulations, Licensing and Enforcement Division (RLED)	2 (66.67%)	1 (33.33%)	0	0	0	3	3	100%
Management Support Division (MSD)	28 (60.87%)	13 (28.26%)	5 (10.87%)	0	0	46	46	100%
Provincial DOH Office (PDOHO)	66 (97.06%)	1 (1.47%)	1 (1.47%)	0	0	68	68	100%
Total	124 (78.98%)	27 (17.20%)	6 (3.82%)	0	0	157	157	100%

Training Evaluation

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of January to March were rated as satisfactory to excellent.

Of the 37 Capability Building Activities conducted for both internal and external customers, ten (10) trainings were rated as excellent, and twenty-seven (27) 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. 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.

However, of the 37 trainings and orientations conducted for the first quarter of 2018, three of the participants were dissatisfied with one activity conducted. (See Table 14a for details)

Table 4. Training Evaluation						
No.	Title of Training	Date	Excellent	Very Satisfactory	Satisfactory	Poor
1	Development of Infant and Young Child Feeding (IYCF) Reporting Forms	February 02, 2018	8/15 53.33%	5/15 33.33%	2/15 13.33%	
2	2019 AOP Workshop	February 06-08, 2018	7/47 14.89%	31/47 65.96%	9/47 19.15%	
3	FHSIS and HSPE Data Validation and Reconciliation – Benguet	February 6-7, 2018	5/41 12.20%	24/41 58.54%	12/41 29.27%	

4	FHSIS & HSPME Data Validation and recon- Benguet and Ifugao	February 7-8, 2018	7/22 31.82%	15/22 61.19%		
5	Training for MHOs & COH on filling up of Death Certificate (Benguet)	February 9, 2018	14/27 51.86%	12/27 44.44%	1/27 3.70%	
6	Data Recon on Unmet Need for Modern FP- Kalinga	February 13, 2018	42% 8/19	35% 6/19	11% 2/19	
7	FHSIS & HSPME Data Validation & RECON- Abra	February 13-15, 2018	20/48 41.67%	25/48 52.08%	3/48 6.25%	
8	Adolescent Job Aid Training	February 13-15, 2018	12/34 35%	19/34 56%	3/34 9%	
9	FHSIS & HSPME Data Validation and recon- Mt Province	February 14-15, 2018	5/23 21.74%	16/23 69.57%	2/23 8.70%	
10	Data Recon on Unmet Need for Modern FP- Apayao	February 15, 2018	35% 6/14	18% 3/14	29% 5/14	
11	Basic Life Support Providers and Instructor's Course	February 19-23, 2018	44/65 67.70%	18/65 27.69%	3/65 41.62%	
12	MLGP Module 2	February 20-23, 2018	9/18 50%	7/18 38.89%	2/18 11.11%	
13	FHSIS & HSPME Data Validation and Recon- Apayao	February 20-21, 2018	9/25 36%	15/25 60%	1/25 4%	

14	Data Recon on Unmet Need for Modern FP- Abra	February 20, 2018	6/56 11%	26/56 46%	19/56 34%	3/56 5%
15	FHSIS & HSPME Data Val and Recon- Kalinga	February 21-22, 2018	5/20 25%	13/20 65%	2/20 10%	
16	Data Recon on Unmet Need for Modern FP- Benguet	February 22, 2018	6/28 21%	17/28 61%	3/28 11%	
17	Data Recon on Unmet Need for Modern FP- Baguio	February 23, 2018	9/18 50%	7/18 39%	6/18 6%	
18	FHSIS and HSPME Data Validation and Recon	February 27-28, 2018	7/38 18.42%	19/38 50%	12/38 31.58%	
19	HRH Pre-Deployment Orientation	February 27-28, 2018	38/132 28.8%	70/132 53%	24/132 18.2%	
20	HLMP MODULE 1 (Program Managers/Coordinators w/o HLMP Training)	February 27-March 2, 2018	8/15 53.33%	7/15 46.67%		
21	Post- Training Evaluation on Minilaparotomy under Local Anesthesia/Bilateral Tubal ligation (MLLA/BTL) in Ifugao	February 28-March 1, 2018	3/30 10%	26/30 86%	1/30 3.33%	
22	Infant and Young Child Feeding (IYCF)	March 5-9, 2018	9/33 27.27%	24/33 72.73%		
23	Providers Course Training on the Management of Acute Malnutrition Among Under 5 years old Children	March 6-8, 2018	14/33 42.42%	16/33 48.48%	3/33 9.09%	

24	Training on Filling-up of Death Certificate- Apayao	March 7-9, 2018	7/15 46.67%	6/15 40%	2/15 13.33%	
25	Data Recon for Unmet Need for Modern FP- MP	March 13, 2018	12% 3/25	48% 10/25	32% 8/25	
26	Healthy Young Ones Training of Trainers	March 13-15, 2018	10/33 30%	18/33 54%	5/33 16%	
27	Data Recon for Unmet Need for Modern FP- Ifugao	March 14, 2018	35% 9/26	58% 15/26	8% 2/26	
28	Training on Filling-up of Death Certificate- Mt. Province	March 14-15, 2018	8/20 40%	10/20 50%	2/20 10%	
29	Training on Calibration Verification of Weighing Scales	March 15, 2018	2/15 13.33%	12/15 80%	1/15 6.67%	
30	Infant and Young Child Training (IYCF) Training for Health Workers - Batch 2	March 19-23, 2018	10/31 32.26%	21/31 67.78%		
31	Training on IEC Development for Health Care Providers	March 20-22, 2018	11/25 4%	13/25 52%	1/25 4%	
32	Orientation of HW on the Nutrition Services & Interventions during the First 1000 days	March 20-23, 2018 – 1 st Batch	17/43 39.53%	21/43 48.84%	5/43 11.63%	
33	Orientation of HW on the Nutrition Services & Interventions during the First 1000 days	March 20-23, 2018 – 2 nd Batch	13/33 39.39%	19/33 57.58%	1/33 3.03%	

34	Basic Life Support for PWD's	March 20-21, 2018	18/29 62.2%	9/29 31%	2/29 6.8%	
35	Training on the Collection of NBS Samples for Confirmatory Testing	March 22-23, 2018	10/32 31%	21/32 66%	1/32 3%	
36	Training on Effective Business Communication	March 26-28, 2018	13/14 92.86%	1/14 7.14%		
37	Nip Basic Training Course	March 22-23, 2018	17/35 49%	17/35 49%	1/35 2%	
Overall Satisfaction: 1174/1177 (99.75)						

Kapihan Customer Satisfaction Survey

Table 5 presents the summary findings for Kapihan. There were a total of 88 participants that attended the Kapihan for the month of April to June 2018 who filled up 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 5. Summary of Ratings for Kapihan

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	85 (96.59%)		3 (3.41%)	88

2. Topics discussed/ presented were relevant and timely	87 (98.86%)	0	1 (1.34%)	88
3. Resource materials	83 (94.32%)	3 (3.41%)	2 (2.27%)	88
B. Resource Person				
C. Over – All Assessment	88 (100%)	0	0	

Customer Satisfaction Survey for Information Communication Technology

Table 6 presents the satisfaction rating on the technical assistance for Information Communication Technology that was provided to the customers from April to June 2018. There were a total of 162 customers, both internal and external who had received technical assistance from the ICT section wherein they rated the services as Very Satisfactory (98.77%) and Satisfactory (1.23%). Thus, the over – all satisfaction for ICT which was 100% exceeded the target rate of 87%.

Table 6. Summary of Rating for Information Communication Technology

Rating	Number	Percentage
Very Satisfactory	160	98.77%
Satisfactory	2	1.23%
Fair		
Poor		
Total		
Over – all Satisfaction Rating	162	100%

Customer 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 DOH-CAR office. The most rated commodities was Medicine. There were 19 customers who rated that the items delivered to them will be expiring in 6 months. 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 =34, Medical supplies =39, Medical equipment =8, IEC =57, Printed materials =14, others =33			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	111	111 (100%)	0
Relevance: Was the delivered item(s) what you need?	111	111 (100%)	0
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	102	19 (18.63%)	83 (81.37%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	111	111 (100%)	0
Note: 7 CSS questionnaires don't have Condition a.			
Over – all Assessment	111	111 (100%)	

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

Table 8 shows the summary of ratings for technical advisory and support (other types of TA) for the second quarter of 2018. It can be seen that 100% of the customers 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 =1, Advisory services=27, network or coordination=4, provision of grants/funds =0, others =3, blank=11

Criteria	No. customer who rated the commodity	Satisfied	Not Satisfied
Utility of the TA	46	46	
Quality of the TA	46	46	
Timeliness of the TA	46	46	
		46	
Over – all Assessment	46	46	
Over – all Satisfaction Rate	100%		

Customer Satisfaction Survey on HFEP

Table 9a shows the summary of ratings for HFEP Equipment and infrastructure for the second quarter of 2018. It can be seen that 100% of the customers were satisfied with the assistance/ needs provided as requested. Meanwhile, 100% were satisfied

with the equipment's given by the office and also 100% for infrastructure provided to them. The overall satisfaction rating 100% exceeded the target satisfaction rate of 87%.

Table 9a. Summary of Ratings for HFEP

Indicator	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Assistance/ needs provided as requested	4	1	3			
Over – all Satisfaction Rate				100%		

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

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	3	2	9	1	0	0
Usability	3	2	10	0	0	0
Maintainability	3	1	11	0	0	0
Durability	2	1	8	2	1	0
Over – all Assessment	1	0	1	0	0	0
Over – all Satisfaction Rate				100% (1/1)		

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

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	4	2	2	0	0	0
Space	3	2	1	0	0	0
Design	3	1	2	0	0	0
Quality of Materials	3	1	2	0	0	0
Over – all Assessment	3	1	2	0	0	0
Over – all Satisfaction Rate				100% (3/3)		
Over – all Satisfaction for HFEP (Equipment and Infra)				100% (4/4)		

Customer Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings on the services provided by the Dormitory for the second quarter of 2018. It can be seen that 20 (100%) of the customers 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?	20	20	0
How quick was the check – in/ reservation process?	20	20	0
Was your room clean upon arrival?	20	20	0
Utilities used (e.g. linens, shower, etc)	20	20	0
Over – all Satisfaction	20	20(100%)	

Customer Satisfaction Survey for IEC Materials

Table 11 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the second quarter of 2018. It can be seen that 100% of the customers 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	5	5. Posters	11
2. Tarpaulins	9	6. Brochures	10
		7. Audio Visual	5

3. Flyers	10	Presentations	
4. Flipcharts	9	8. Others: LED TV	2
Over – all Assessment	Satisfied	Not Satisfied	Total
	16(100%)		16

Customer Satisfaction Survey for Passengers of DOH-CAR Vehicles

Table 12 shows the summary of ratings of passengers for the second quarter of 2018. It can be seen that 90 (100%) of the customers 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 (drivers)	90	90	
Punctuality of the driver	90	90	
Condition of the vehicle during the trip	90	90	
Cleanliness of vehicle during the trip	90	90	
Safe driving	90	90	
Physical appearance of the driver	90	90	
Over – all Satisfaction	90	90 (100%)	

Customer Satisfaction Survey for PHA Caravan

Table 13 shows the summary of ratings of PHA Caravan for the second quarter of 2018. It can be seen that 170 (100%) of the customers were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

Table 13. Summary of Ratings for PHA Caravan

Criteria	No. customers who rated the form	Strongly Agree	Agree	Disagree	Strongly Disagree
Maragsak ak iti serbisyo nga naawat ko	179	166	13		
Naasikaso ken naisem/manag-gayyem dagiti staff kanyami	179	161	18		
Nalaing ken amu iti staff (doctors, nars, midwife) ti ar-aramiden da	179	170	9		
Napnek ak kadagiti kit/agas/impormasyon nga naawat ko	179	167	12		
		Excellent	Very Satisfactory	Satisfactory	Poor
Over-all Rating		135	44		
Over-all Satisfaction	179/179 (100%)				

Appendices

External Customer Satisfaction Survey (PDOH Office – Apayao)

There were a total of 136 customers that filled up the CSS form at PDOHO –Apayao. Most of the customers (108) went to the office with other purposes. Table 16a shows the responses of the customers with regard to the indicators in the CSS form. It can be seen that most of the customers strongly agree with the statements being asked in the CSS form. Over – all, all 213 (100%) customers were satisfied by the services provided by the office.

Table 16a. Details of External Survey Ratings <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	136			
Timely response was given	134			
The staff was well – informed	136			
The staff was courteous and approachable	136			
The services rendered were just, honest and fair	134	2		
The workplace was clean and organized	132	4		
Over – all Customer Satisfaction	136			

Purpose of the Transaction/ Visit:

Submit reports of documents: 96

Inquire, request data, request documents: 8

Seek assistance: 14

Interview/ research: 1

Follow – up documents: 0

Apply: 0

Others: 108

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

There were a total of 15 customers that filled up the CSS form at PDOHO – Ifugao. Most of the customers went to the office to submit reports/documents. Table 16b shows the responses of the customers with regard to the indicators in the CSS form. Over – all, all the customers were satisfied with the services provided by the office with a satisfaction rating of 100%.

Table 16b. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	14	1		
Timely response was given	14	1		
The staff was well – informed	15			
The staff was courteous and approachable	15			
The services rendered were just, honest and fair	15			
The workplace was clean and organized	15			
Over – all Customer Satisfaction	15			

Purpose of the Transaction/ Visit:

Submit reports of documents: 15

Interview/ research: 0

Inquire, request data, request documents: 5

Follow – up documents: 0

Seek assistance: 0

Apply: 0

Others: 11

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

There were a total of 31 customers that filled up the CSS form at PDOHO – Kalinga. Most of the customers went to the office to submit reports/documents. Table 16c shows the responses of the customers with regard to the indicators in the CSS form. Over – all, all the customers were satisfied with the services provided by the office with a satisfaction rating of 100%.

Table 16c. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	30	1		
Timely response was given	31			
The staff was well – informed	31			
The staff was courteous and approachable	31			
The services rendered were just, honest and fair	31			
The workplace was clean and organized	31			
Over – all Customer Satisfaction	31			

Purpose of the Transaction/ Visit:

Submit reports of documents: 12

Interview/ research: 0

Inquire, request data, request documents: 8

Follow – up documents: 4

Seek assistance: 9

Apply: 0

Others: 3

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

There were a total of 5 customers that filled up the CSS form at PDOHO – Mt. Province. Most of the customers went to the office to seek assistance. Table 16d shows the responses of the customers with regard to the indicators in the CSS form. Over – all, all the customers were satisfied with the services provided by the office with a satisfaction rating of 100%.

Table 16d. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	3	2		
Timely response was given	3	2		
The staff was well – informed	3	2		
The staff was courteous and approachable	3	2		
The services rendered were just, honest and fair	3	2		
The workplace was clean and organized	3	2		
Over – all Customer Satisfaction	5			

Purpose of the Transaction/ Visit:

Submit reports of documents: 2	Inquire, request data, request documents: 1	Seek assistance: 3	
Interview/ research: 0	Follow – up documents: 0	Apply: 0	Others: 0