

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

FINDINGS:

From April to June 2019 there were a total of 2,726 customers who rated the different services of the DOH – CHD – CAR Office. Most of the customers were external customers of the regional office and provincial/city DOH offices (28%) followed by participants from trainings (19%). (Table 1)

Table 1 presents the summary of the customer satisfaction survey for DOH – CHD – CAR Office. All the survey conducted, external, internal, Kapihan, TA (commodities), technical assistance, HFEP, dormitory, IEC materials, Passengers, Training Evaluations, Meetings and Advocacy Activities, and Monitoring of Health Facilities surpassed 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 2019 is high with a percentage of 99.67%.

Table 1. Summary of the Customer Satisfaction Survey

Type of Customer Satisfaction Survey	No. customer who rated	No. of Customers who rated Satisfactory or better	No. of Not Satisfied	Satisfaction Rate (%)
External	762	761	1	99.87
Internal	374	372	2	99.47
Kapihan	85	85		100
Technical Assistance and Support (Commodities)	163	163		100
Technical Assistance and Support (Others)	463	459	4	99.14
HFEP	13	13		100
Dormitory	29	29		100
IEC	4	4		100
Passengers of DOH-CAR Vehicles	65	65		100
Training Evaluations	525	525		100
Meetings and Advocacy Activities	209	207	2	99.04
Monitoring of Health Facilities	34	34		100
DOH – CAR over – all satisfaction rate	2,726	2,717	9	99.67

External Customer Satisfaction Survey

From April to June 2019, a total of 762 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. All the customers were satisfied by the services provided to them by the provincial/city offices with a total satisfaction rate of 100%. However, in the regional office 1 customer was not satisfied with the services provided to them. The overall satisfaction of the regional office is 99.75% 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	407	406	99.75%
<i>RD/ ARD</i>	87	87	100%
<i>Local Health Support Division</i>	105	104	99.05%
<i>RLED</i>	57	57	100%
<i>Management Support Division</i>	158	158	100%
Provincial DOH Offices	355	355	100%
<i>Apayao</i>	132	132	100%
<i>Benguet</i>	73	73	100%
<i>Ifugao</i>	44	44	100%
<i>Kalinga</i>	6	6	100%
<i>Mountain Province</i>	100	100	100%
Total	762	761	99.87%

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 was 1 customer who rated the five criteria as Strongly Disagree. It was evident on the average scores of the customers that were computed. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office.

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

	No. customer who rated	Strongly Agree	Agree	Disagre e	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	394	341 (86.55%)	52 (13.20%)	0	1 (0.25%)	3.86	Strongly Agree (Delighted)
Timely response was given	391	336 (85.93%)	54 (13.81%)	0	1 (0.26%)	3.85	Strongly Agree (Delighted)
The staff was well - informed	389	334 (85.86%)	54 (13.88%)	0	1 (0.26%)	3.85	Strongly Agree (Delighted)
The staff was courteous and approachable	391	351 (89.77%)	39 (9.97%)	0	1 (0.26%)	3.89	Strongly Agree (Delighted)
The services rendered were just, honest and fair	388	343 (88.40%)	44 (11.34%)	0	1 (0.26%)	3.88	Strongly Agree (Delighted)
The workplace was clean and organized	387	334 (86.30%)	53 (13.70%)	0	0	3.86	Strongly Agree (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. Over – all, the customers were delighted with the services provided to them by the DOH – Provincial DOH Offices.

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

	No. customer who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	354	328 (92.66%)	26 (7.34%)	0	0	3.93	Strongly Agree (Delighted)
Timely response was given	355	325 (91.55%)	30 (8.45%)	0	0	3.92	Strongly Agree (Delighted)
The staff was well – informed	353	324 (91.78%)	29 (8.22%)	0	0	3.92	Strongly Agree (Delighted)
The staff was courteous and approachable	354	332 (93.79%)	22 (6.21%)	0	0	3.94	Strongly Agree (Delighted)
The services rendered were just, honest and fair	354	326 (92.09%)	28 (7.91%)	0	0	3.92	Strongly Agree (Delighted)
The workplace was clean and organized	353	307 (86.97%)	46 (13.03)	0	0	3.87	Strongly Agree (Delighted)
Over – all Assessment	355	329 (92.68%)	26 (7.32%)	0	0	3.93	Delighted

Internal Customer Satisfaction Survey

From April to June 2019, a total of 374 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. 372 (99.47%) customers were satisfied by the services provided to them by the regional office and the provincial/city offices. This exceeded the target satisfaction rate of 87%. 2 (1.59%) of the customers were not satisfied with the services provided to them by the DOH – CHD – CAR Office staffs.

Table 3a. Summary of internal customer satisfaction survey rating

Office	No. customer who rated	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	126	124	98.41%
<i>RD/ ARD</i>	36	35	97.22%
<i>Local Health Support Division</i>	27	26	96.30%
<i>RLED</i>	5	5	100%
<i>Management Support Division</i>	58	58	100%
Provincial DOH Offices	248	248	100%
<i>Apayao</i>	37	37	100%
<i>Benguet</i>	0	0	100%
<i>Ifugao</i>	141	141	100%
<i>Kalinga</i>	44	44	100%
<i>Mountain Province</i>	26	26	100%
Total	374	372	99.47%

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 average scores of the customers that were computed. Although, the average says that in general, the customers strongly agree on the said criteria, there was one customer who strongly disagree that he/she received the appropriate services needed. Moreover, two customers also strongly disagrees in the criteria the staff was courteous and approachable. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office.

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	120	112 (93.33%)	7 (5.83%)	0	1 (0.83%)	3.92	Strongly Agree (Delighted)
Timely response was given	118	111 (94.07%)	7 (5.93%)	0	0	3.94	Strongly Agree (Delighted)
The staff was well - informed	118	111 (94.07%)	7 (5.93%)	0	0	3.94	Strongly Agree (Delighted)
The staff was courteous and approachable	122	114 (93.44%)	6 (4.92%)	0	2 (1.64%)	3.90	Strongly Agree (Delighted)
The services rendered were just, honest and fair	119	114 (95.80%)	5 (4.20%)	0	0	3.96	Strongly Agree (Delighted)
The workplace was clean and organized	117	106 (90.60%)	11 (9.40%)	0	0	3.91	Strongly Agree (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. It was also evident on the average scores of the customers that were computed. Over – all, the customers were delighted with the services provided to them by the DOH – Provincial DOH Offices.

**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	247	213 (86.23%)	34 (13.77%)	0	0	3.86	Strongly Agree (Delighted)
Timely response was given	247	215 (87.04%)	32 (12.96%)	0	0	3.87	Strongly Agree (Delighted)
The staff was well - informed	248	210 (84.68%)	38 (15.32%)	0	0	3.85	Strongly Agree (Delighted)
The staff was courteous and approachable	248	214 (86.29%)	34 (13.71%)	0	0	3.86	Strongly Agree (Delighted)
The services rendered were just, honest and fair	248	217 (87.5%)	31 (12.5%)	0	0	3.88	Strongly Agree (Delighted)
The workplace was clean and organized	248	209 (84.27%)	39 (15.73%)	0	0	3.84	Strongly Agree (Delighted)
Over – all Assessment	248	214 (86.29%)	34 (13.71%)	0	0	3.86	Delighted

Kapihan Customer Satisfaction Survey

Table 4 presents the summary findings for Kapihan. There were 85 participants that attended the Kapihan for the months of April to June 2019 who filled out the customer satisfaction survey form. All 85 customers (100%) were satisfied with the Kapihan conducted. However, there were 2 customers who were not satisfied with the resource materials given.

Table 4. Summary of Ratings for Kapihan

	Respondents		
	Satisfied	Not Satisfied	Total
A. Content			
1. The objectives were clearly defined and met	85 (100%)	0	85
2. Topics discussed/ presented were relevant and timely	85 (100%)	0	85
3. Resource materials	83 (97.65%)	2 (2.35%)	85
B. Resource Person	85 (100%)	0	85
C. Over – All Assessment	85 (100%)	0	85

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. The most rated commodities were medicine (47%) followed by medical equipment (26%) and medical supplies (10%). Most of the customers strongly agree on the criteria of timeliness, relevance and condition of the commodities given to them. Over – all, 163 (100%) were satisfied with the commodities received from the DOH – CHD – CAR Office. The average responses of the customers (3.86) implies that they were delighted with the commodities received.

Table 5. Summary of Ratings for Commodities

Type of commodity:

Medicine =75, Medical supplies =16, Medical equipment =42, IEC =5, Printed materials =5, others =8, multiple commodities= 10

Criteria	No. customer who rated the commodity	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Timeliness: The commodities were received on timely manner	163	141	22	0	0	3.87	Strongly Agree (Delighted)
Relevance: The commodities provided was what you needed in your facility	163	142	21	0	0	3.87	Strongly Agree (Delighted)
Condition of the commodity:							
a. The expiration date of the commodities received was beyond 6 months (for medicines)	126	113	12	1	0	3.89	Strongly Agree (Delighted)
b. The commodities were in good physical condition (functional/ installed)	153	131	22	0	0	3.86	Strongly Agree (Delighted)
Over – all Assessment:	163	144	19	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 second quarter of 2019. There was a total of 463 customers who rated the technical advisory and support services given by CHD – CAR and PDOHO personnel and 459 (99%) were satisfied of the services provided to them. There were 4 customers who were not satisfied and who also disagreed on the utilization, quality and timeliness of TA. Although there were 4 dissatisfied customers, the average assessment of 3.81 implies that on the average, the customers were delighted with the TA services provided to them.

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

Type of TA provided:

Networking or coordination: 16

Advisory services: 89

Others: 265

Provision of grants/ funds: 64

Resource person: 4

Multiple: 10

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	463	383	76	4	0	3.82	Strongly Agree (Delighted)
Quality of the Technical Assistance: the quality of TA provided is satisfactory (relevant, clear, easy to understand)	462	485	73	4	0	3.82	Strongly Agree (Delighted)
Timeliness of the Technical Assistance: The TA provided is on or before the deadline/ indicated timeline/ occurred at a suitable time	463	355	103	4	5	3.75	Strongly Agree (Delighted)
Over – all Assessment	463	384	75	4	0	3.80	Delighted

Client Satisfaction Survey on HFEP

Table 7 shows the summary of ratings for HFEP Equipment and infrastructure for the second quarter of 2019. 100% (13/13) of the customers were delighted with the services provided by HFEP (Equipment and Infrastructure). All of the customers strongly agree and agree of the criteria set. The overall average of 3.68 for equipment and 3.76 for infrastructure implies that on the average, the 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	5	2	3	0	0	3.40	Agree (Satisfied)
Reliability (ability to perform its required functions)	11	8	3	0	0	3.73	Strongly Agree (Delighted)
Usability (ease to use, user – friendly)	11	8	3	0	0	3.73	Strongly Agree (Delighted)
Maintainability (easy to maintain)	10	7	3	0	0	3.70	Strongly Agree (Delighted)
Durability (ability to withstand wear, pressure or damage)	9	6	3	0	0	3.67	Strongly Agree (Delighted)
Over – all Assessment	11	8	3	0	0	3.68	Delighted

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 overall 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 defects/ deficiencies and is according to specifications	2	0	2	0	0	3.0	Agree (Satisfied)
Over – all Assessment	2	1	1	0	0	3.76	Delighted

Customer Satisfaction Survey for Dormitory

Table 8 shows the summary of ratings on the services provided by the DOH – CHD - CAR Dormitory for the second quarter of 2019. There were 29 customers who rated the services of the dormitory and all of them strongly agree on the criteria written in the survey forms. The average rating of 4 means that they were delighted with the services provided to them by the dormitory. Over – all, all the 29 (100%) customers were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

Table 8. Summary of Ratings for Dormitory

Criteria	No. of customers who rated	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive equivalent
The staff was friendly	29	29	0	0	0	4	Strongly Agree (Delighted)
The check – in/ reservation process was quick	29	29	0	0	0	4	Strongly Agree (Delighted)

The room was clean upon arrival	29	29	0	0	0	4	Strongly Agree (Delighted)
Over – all Assessment	29	29	0	0	0	4	Delighted

Customer Satisfaction Survey for IEC Materials

Table 9 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the second quarter of 2019. 100% (4/4) of the customers were satisfied with the IEC Materials provided to them by DOH – CHD – CAR Office. 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	4	5. Posters	4
2. Tarpaulins	4	6. Brochures	4
3. Flyers	4	7. Audio Visual Presentations	4
4. Flipcharts	4	8. Others:	
Over – all Assessment	Satisfied 4 (100%)	Not Satisfied	Total 4

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

Table 10 shows the summary of ratings of passengers for the second quarter of 2019. Most of 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. Over – all, the 65 (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.	65	57	8	0	0	3.75	Strongly Agree (Delighted)
The driver was punctual. He honored the agreed – upon time of departure and followed the official itinerary of the travel.	65	59	6	0	0	3.82	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	65	56	9	0	0	3.72	Strongly Agree (Delighted)
The vehicle was clean/ kept clean by the driver for the whole duration of the trip	65	57	8	0	0	3.75	Strongly Agree (Delighted)
At all times during the trip, the driver drives safely, within the speed limits, obey traffic rules and regulations, etc.	65	58	7	0	0	3.78	Strongly Agree (Delighted)
The driver is neat and well – groomed while conducting you.	65	59	6	0	0	3.82	Strongly Agree (Delighted)
Over – all Assessment	65	59	6	0	0	3.89	Delighted

Customer Satisfaction Survey for Training Evaluations

Table 11 shows the summary of ratings for the trainings and workshops conducted for the second quarter of 2019. 100% (525/ 525) of the participants rated the training and workshops as satisfactory or better. This rate exceeded the target satisfaction rate of 87%.

Table 11. Training Evaluations Customer Satisfaction Survey

Title of Training	No. of customer	No. of satisfied customer	% of satisfied customer
Integrated DOTS cum SSTR, April 9-12, 2019, Skyrise Hotel	52	52	100
Provider's Course Training on the Management of Acute Malnutrition among Under Five Years Old Children, April 23-25, 2019	39	39	100
Provider's Course Training on the Management of Acute Malnutrition among Under Five Years Old Children	31	31	100
Training on Animal Bite Exposure Management for Animal Bite Centers, April 10-12	7	7	100
STI and HIV Prevention Education and Behavior Change Motivation Training of Trainers	28	28	100
AJA Training	35	35	100
Orientation on Reaching Every Child and National Immunization Program PIR Batch 1	56	56	100
Orientation on Reaching Every Child and National Immunization Program PIR Batch 2	31	31	100
Orientation on Reaching Every Child and National Immunization Program PIR Batch 3	61	61	100
BLS Training in Bontoc	26	26	100
Workshop on Identification of GIDA Barangays in Kalinga	34	34	100
Workshop on Identification of GIDA Barangays in Mt. Province	26	26	100
Workshop on Identification of GIDA Barangays in Apayao	15	15	100

Workshop on Identification of GIDA Barangays in Ifugao	24	24	100
Total	525	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 second quarter of 2019. 99.04% (207/209) of the participants rated the meeting/ advocacy activity as satisfactory or better. There were 2 customers who were not satisfied disagreed with Resource Speakers/ Facilitators was able to address questions/issues correctly and appropriately, Time Management: Pacing of Activities was appropriate, the objectives were met, Issues raised were addressed appropriately and Venue/Training Room (Conducive for Activity). Although there were 2 dissatisfied customers, the average assessment of 3.60 implies that on the average, the customers were delighted with the meeting and advocacy activities that they have attended.

Table 12. Meetings and Advocacy Activities Customer Satisfaction Survey

Title of Activity	No. of customer	No. of satisfied customer	% of satisfied customer
Regional AIDS Assistance Team Meeting	8	8	100
Implementing Rules and Regulations on the RA111	201	199	99
Total	209	207	99.04

Customer Satisfaction Survey for Monitoring of Health Facilities

Table 13 shows the summary of ratings for monitoring of health facilities for the second quarter of 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 34 (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	34	33	1	0	0	3.97	Strongly Agree (Delighted)
The monitoring team was knowledgeable on the indicators and standards	34	34	0	0	0	4.0	Strongly Agree (Delighted)
The time allotted for the activity was sufficient to cover all the areas for monitoring	34	33	1	0	0	3.97	Strongly Agree (Delighted)
Questions/ concerns were approximately and correctly addressed	34	33	1	0	0	3.97	Strongly Agree (Delighted)
The monitoring results are just, honest and objective.	34	34	0	0	0	4.0	Strongly Agree (Delighted)
Over – all Assessment	34	34	0	0	0	3.98	Delighted

As a whole, are you satisfied with the service provided/ received? Yes - 29

No – 0

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