

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
THIRD QUARTER 2015**

BACKGROUND:

Customer Satisfaction Survey was enforced by the Department of Health (DOH) to support the Department's thrust to strengthen its initiatives and efforts towards quality health care services through good governance by averting and deterring the occurrence of fraud, abuse of authority, graft and corruption including other malfeasances in the public service. It is tasked to monitor, verify and appropriately initiate corresponding actions, reply and introduce policy control mechanisms in consultation with the appropriate stakeholders. In addition, it is a requirement of the ISO 9001: 2008 quality standards.

In the DOH – CAR Office, various Customer Satisfaction Survey (CSS) are conducted by the different Process Owners. Some of which are: walk – in clients survey, internal client survey, passenger satisfaction survey, I.T. maintenance, Kapihan sa Baguio, IEC materials, training evaluation, commodities, TA, dormitory, HFEP projects and others.

FINDINGS:

From July to September 2015, there were 3,054 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants of the trainings conducted by the DOH CAR Office (internal and external) which constitutes to 41% of the total clients followed by walk – in clients. (Table 1)

Table 1 presents the summary of the client satisfaction survey for DOH – CAR Office. It can be seen that all the survey conducted, external, internal, passenger, training, Kapihan, ICT, TA (commodities), TA (others) and HFEP surpasses the target

satisfaction rate which is 85%. It can also be seen that the over – all satisfaction rate of the office for the first quarter of 2015 is high with a percentage of 99.77%.

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	1,183	1,180	99.75
Internal	41	41	100
Passenger	58	58	100
Kapihan	87	87	100
ICT	182	182	100
Training Evaluations	1,250	1,250	100
Technical Assistance and Support (Commodities)	70	70	100
Technical Assistance and Support (Others)	98	98	100
HFEP (Equipment)	44	42	94
HFEP (Infrastructure)	41	39	97
DOH – CAR over – all satisfaction rate	3,054	3,047	99.77

External Client Satisfaction Survey

From July 1, 2015 to September 30, 2015 a total of 1,050 walk – in clients at DOH- CAR Office and Ifugao PDOH Office filled out the Client Satisfaction Survey (CSS) forms in the drop box. Most of the respondents sought the services of the Regulations, Licensing and Enforcement Division (28%) followed by Regional/ Assistant Regional Director's Office (23%). 99.81% (1,048) of the respondents were satisfied with the services received from DOH – CAR Office. This surpasses the target satisfaction rate of 85%.

Table 2a. External Satisfaction Rating per Division

Division Providing Service	Total Customer	Satisfied	Not Satisfied
Regional/ Assistant Regional Director's Office	242 (23%)	242 (100%)	0
Local Health Support Division	196 (19%)	195 (100%)	0
Regulations, Licensing and Enforcement Division	293 (28%)	293 (100%)	0
Management Support Division	227 (22%)	225 (99.11%)	2 (0.89%)
Ifugao PDOH Office	151 (9%)	151 (100%)	0
Apayao PDOH Office	74	74	0
Total	1,183 (100%)	1,180 (99.75%)	3
Over - all Satisfaction Rate	99.81%		

Details of Survey Rating

Table 2b presents the details of the survey rating. 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.

Table 2b. Details of External Survey Ratings DOH – CAR Office					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	922	269	2	2	11
Timely response was given	922	270	3	1	0
The staff was well - informed	913	275	3	1	1
The staff was courteous and approachable	964	228	3	1	0
The services rendered were just, honest and fair	941	252	1	2	0
The workplace was clean and organized	896	324	1	1	1

Internal Client Satisfaction Survey

Table 3 presents the Summary findings of the internal client satisfaction survey per division. It can be seen that the office had surpassed the target satisfaction rate of 85% by obtaining a satisfaction rate of 100%. All of the division had achieved a rating higher than the target satisfaction except for the Regulations, Licensing and Enforcement Division that has no satisfaction rating. Moreover, most of the respondents (51%) were delighted with the service they had received from the service providers.

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

No. of raters: 110; No. of ratings: 145

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office	9	3	1	0	13	13	100%
Local Health Support Division	0	2	2	0	4	4	100%
Regulations, Licensing and Enforcement Division	0	0	0	0	0	0	
Management Support Division	12	6	6	0	24	24	100%
Total	21 (51%)	11 (27%)	9 (22%)	0 (0%)	41 (100%)	41	100%

Passengers Satisfaction Survey

As gleaned from Table 4, the over – all satisfaction rate of the passengers for the first quarter was 100% which also exceeded the target satisfaction rate which is 85%.

Table 4. Summary of Findings of the Passenger Survey

No. of respondents: 58

	Satisfied	Not Satisfied	Undecided
Professional conduct of passengers (ie. Courtesy, helpfulness, cooperation, patience, responsibility, sensitivity to passengers' legitimate needs/ comfort, initiative, good working relationship towards internal and external clients)	58 (100%)	0	0
Punctuality of the driver	58 (100%)	0	0
Condition of the vehicle during the trip	58 (98%)	0	0
Cleanliness of vehicle	58 (100%)	0	0
Safe driving (Driver drove safely, within speed limits, obey traffic rules, etc)	58 (100%)	0	0
Physical appearance of driver	58 (100%)	0	0
Over – all Satisfaction	58 (100%)		

Training Evaluations

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

Of the 32 Capability Building Activities conducted for both internal and external clients, ten (20) trainings were rated as Very Satisfactory and twelve were likewise rated as excellent. 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 5. Summary of Findings for the Training Evaluation

No. of Trainings Conducted: 32

No. of Respondents: 1,250

Title of Trainings	Poor	Satisfactory	Very Satisfactory	Excellent	Total
PIDSR, VPDS and O-ESR Training (Ifugao)		8 (30%)	12 (44%)	7 (26%)	27
Family Planning Competency Based Training Level 1		18 (40%)	31 (69%)	12 (27%)	45
Comprehensive Training on Philippine Integrated Disease Surveillance and Response (PIDSR), Vaccine Preventable Disease Surveillance (VPDs) and Online Event-based Surveillance and Response (O-ESR) Abra		5 (8%)	41 (63%)	19 (29%)	65
Lactation Management Training		2 (6%)	10 (31%)	19 (59%)	32
Pre-Marriage Counselling		6 (8%)	46 (62%)	22 (29%)	74
Eye Screening and Clinical Assessment Workshop (Batch 1)		11 (22%)	20 (41%)	17 (35%)	49
Eye Screening and Clinical Assessment Workshop (Batch 2)		4 (8%)	18 (38%)	22 (46%)	48
Eye Screening and Clinical Assessment Workshop (Batch 3)		10 (18%)	21 (40%)	20 (38%)	53
Eye Screening and Clinical Assessment Workshop (Batch 4)		1 (3%)	12 (38%)	19 (59%)	32

Basic Acupuncture Training for Community Health Workers		10 (29%)	21 60%	4 (11%)	35
Newborn Screening Training		4 (11%)	6 (16%)	26 (72%)	36
Orientation on Newborn Screening (ENBS) for Barangay Health Workers (BHWs) and Sanguniang Bayan for Health		2 (2%)	5 (5%)	88 (97%)	95
Orientation for Volunteers Youth Leaders for Health			3 (9%)	31 (91%)	34
Family Planning Competency Based Training Level 1			58%	42%	
HIV and Counselling and Testing Training			25 (100%)		25
Roll out Training on Integrated TB Information System and Leprosy (Batch 1)		6 (18%)	19 (56%)	9 (26%)	34
Basic Life Support Batch 1		2 (8%)	21 (81%)	3 (12%)	26
Training on Blood Donor Recruitment, Phlebotomy and Cold Chain of Blood Units Batch 1		1 (4%)	8 (33%)	15 (63%)	24
Roll Out Training on Integrated TB Information System and Leprosy Batch 2		14 (40%)	16 (46%)	5 (14%)	35
Management of Common Metabolic Disorders in CAR		9 (14%)	47 (71%)	10 (15%)	66
Basic Life Support Batch 2		1 (4%)	13 (54%)	10 (42%)	24
Training on Blood Donor Recruitment, Phlebotomy and Cold Chain Units Batch 2		1 (3%)	19 (56%)	14 (41%)	34
Basic Training on Direct Sputum Smear Microscopy Batch 1			3 (33%)	6 (67%)	9

Roll Out Training on Integrated TB Information System and Leprosy Batch 3		1 (3%)	20 (54%)	16 (43%)	37
Public Accountability and Values Enhancement Seminar			11 (46%)	13 (54%)	24
Basic Life Support Batch 3			11 (40%)	16 (59%)	27
Regional Maternal and Neonatal Death Review		2 (4%)	19 (36%)	32 (60%)	55
Roll out Training on Integrated Tb Information System and Leprosy Batch 4		3 (12%)	13 (52%)	9 (36%)	25
Roll out Training on Integrated TB Information System and Leprosy Batch 5		7 (28%)	13 (52%)	5 (20%)	25
Orientation on Hi-5 Strategy, Basic Epidemiology and IPCC Training for HRH (Batch 1)		43 (36%)	61 (51%)	16 (13%)	120
Basic Training on Direct Sputum Smear Microscopy Batch 2			3 (30%)	7 (70%)	10
Roll Out Training on Integrated TB Information System and Leprosy Batch 6		2 (8%)	14 (56%)	9 (36%)	25
Total	0	173 (14%)	558 (45%)	519 (42%)	1,250 (100%)
Over – all Satisfaction Rating	1,250 (100%)				

Kapihan

Table 6 presents the summary findings for Kapihan. There were a total of 94 participants that attended the Kapihan for the month of July to September 2015. There were only 87 out of 94 respondents who answered the over- all assessment and none of them ticked the “not satisfied”. Thus, the satisfaction rate is 100% (87/87) exceeded the target satisfaction rate of 85%.

Table 6. Summary of Findings for the Kapihan

TOTAL	Not Satisfied	Satisfied	A. Content
			1. The objectives were clearly defined and met
	0	89 (100%)	2. Topics discussed/ presented were relevant and timely
	0	90 (100%)	3. Resource materials
	0	86 (100%)	B. Resource Person
			C. Over – All Assessment*
	0	87 (100%)	

Information Communication Technology CSS

Table 7 presents the satisfaction rating for Information Communication Technology on the technical assistance that was provided to the clients from January to March 2015. There were a total of 61 clients who had received technical assistance from the ICT section wherein all of them rated the service as Very Satisfactory (98.36%) and Satisfactory (1.64%). Thus, the over – all satisfaction for ICT – CSS is 100% which exceeded the target rate of 85%.

Table 7. Summary Finding for ICT CSS		
Rating	Number	Percentage
Very Satisfactory	172	95%
Satisfactory	10	5%
Fair	0	
Poor	0	
Total	182	
Over – all Satisfaction Rating		
	182	100%

Client Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 9 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by the office. The satisfaction rating for the second quarter of 100% exceeded the target satisfaction rate of 85%. This indicates that the customers are satisfied with the commodities that they had received from the office.

Table 9. Summary of Ratings for Commodities

Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	75	73 (97%)	2 (3%)
Relevance: Was the delivered item(s) what you need?	75	73 (97%)	2 (3%)
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	75	31 (41%)	44 (59%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	76	76 (100%)	0
Over – all Assessment	70	70 (100%)	0

Client Satisfaction Survey on Technical Advisory and Support (Other Type of TA)

Table 10 shows the summary of ratings for technical advisory and support (other types of TA) for the third quarter of 2015. It can be seen that 100% of the clients were satisfied with the TA provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

Table 10. Summary of Ratings for the Other Types of TA

Criteria	No. customer who rated the commodity	Yes	No
Utility of the TA	99	99 (100%)	0
Quality of the TA	99	99 (100%)	0
Timeliness of the TA	97	97 (100%)	0
			0
Over – all Assessment	98	98 (100%)	0

Client Satisfaction Survey on HFEP

Table 10 shows the summary of ratings for HFEP Equipment and infrastructure for the third quarter of 2015. It can be seen that 95% of the clients were satisfied with the equipment and infrastructure provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

Table 10a. Summary of Ratings for HFEP (Equipment)

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	70	10	38	13	7	2
Usability	67	7	39	13	7	1
Maintainability	69	6	32	22	7	2
Durability	70	5	30	21	10	4
Over – all Assessment	44	3	20	11	8	2
Over – all Satisfaction Rate				42/44 (95%)		

Table 10b. Summary of Ratings for HFEP (Infrastructure)

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	55	4	29	15	5	2
Space	54	3	25	13	7	6
Design	56	4	20	18	6	8
Quality of Materials	53	3	23	21	4	2
Over – all Assessment	41	2	22	12	3	2
Over – all Satisfaction Rate				39/41 95%		