

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
THIRD 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 July to September 2016, there were 3,006 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants from training which constitutes to 42% of total followed by the external clients from the regional office and the provincial DOH offices (32%). (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 third quarter of 2016 is high with a percentage of 99%. 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 1 dissatisfactions and 29 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	964	947	98.24
Internal	193	193	100
Kapihan	85	82	96.47
ICT	167	167	100
Training Evaluations	1,248	1,248	100
Technical Assistance and Support (Commodities)	68	68	100
Technical Assistance and Support (Others)	50	49	98
HFEP	139	130	93.53
Dormitory	36	36	100
IEC	9	9	100
Passenger	47	47	100
DOH – CAR over – all satisfaction rate	3,006	2,975	99

1 dissatisfaction; 29 did not answer

External Client Satisfaction Survey

From July 1, 2016 to September 30, 2016 a total of 964 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Benguet, 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 (44%). Almost all of the clients were satisfied by the service provided in the regional offices (99.84%) and the provincial/city offices (95.35%) with a total satisfaction rate of 98.24%. This exceeded the target satisfaction rate of 85%.

There was a total of 1 dissatisfaction, in the regional office. The dissatisfaction in the received is for the Dormitory. (See Table 13 for details)

Table 2a. External Satisfaction Rating per Division/PDOHO

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office – CAR	620	619 (99.84%)	1 (.16%)
<i>Regional/ Assistant Regional Director's Office</i>	166	166 (100%)	0
<i>Local Health Support Division</i>	145	145 (100%)	0
<i>Regulations, Licensing and Enforcement Division</i>	39	39 (100%)	0
<i>Management Support Division</i>	270	269 (99.63%)	1 (0.37%)
Provincial DOH Offices	344	328 (95.35%)	0
<i>Benguet PDOH Office</i>	28	28 (100%)	0
<i>Ifugao PDOH Office</i>	181	167 (92.27%)	0

<i>Kalinga PDOH Office</i>	79	77 (97.47%)	0
<i>Mt. Province PDOH Office</i>	56	56 (100%)	0
Total	964	947	1
Note: 14 respondents of the Ifugao PDOH Office did not tick the over-all satisfaction. 2 respondents of the Kalinga PDOH Office did not tick the over-all satisfaction.			
Over - all Satisfaction Rate		98.24%	

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 strongly disagree regarding 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 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	505 (81.45%)	114 (18.39%)	1 (.16%)	0	0

Timely response was given	494 (79.68%)	125 (20.16%)	1 (.16%)	0	0
The staff was well - informed	499 (80.48%)	120 (19.35%)	1 (.16%)	0	0
The staff was courteous and approachable	512 (82.58%)	108 (17.42%)	0	0	0
The services rendered were just, honest and fair	501 (80.81%)	117 (18.87%)	0	1 (.16%)	1 (.16%)
The workplace was clean and organized	478 (77.1%)	138 (22.26%)	2 (.32%)	0	2 (.32%)

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	270 (78.49%)	71 (20.64%)	2 (.58%)	0	1 (.29%)
Timely response was given	270 (78.49%)	73 (21.22%)	0	0	1 (.29%)
The staff was well - informed	266 (77.33%)	75 (21.8%)	1 (.29%)	0	2 (.58%)
The staff was courteous and approachable	277 (80.52%)	65 (18.9%)	1 (.29%)	0	1 (.29%)
The services rendered were just, honest and fair	279 (81.1%)	64 (18.6%)	0	0	1 (.29%)
The workplace was clean and organized	260 (75.58%)	83 (24.12%)	0	0	1 (.29%)

Table 2c. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	34	72	106
Inquire/ request data or documents	102	59	161
Seek assistance	225	31	256
Interview/ research	56	2	58
Follow – up documents	14	9	23
Apply for license, accreditation, certification, registration	51	24	75
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	125	97	222
IEC Materials	25	0	25
Purpose not indicated	78	31	109

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 193 (97%) ratings collected based on the internal CSS. It can then be assumed that the remaining 3% has a satisfactory rating.

Based on the collected internal CSS, it can be seen that most of the clients were very satisfied with the service provided to them with an over – all satisfaction rate of 100%.

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

No. of ratings: 193

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	21 (45.65%)	22 (47.83%)	3 (6.52%)	0	0	46	46	100%
Local Health Support Division (LHSD)	5 (50%)	4 (40%)	1 (10%)	0	0	10	10	100%
Regulations, Licensing and Enforcement Division (RLED)	4 (44.44%)	5 (55.56%)	0	0	0	9	9	100%
Management Support Division (MSD)	14 (66.67%)	6 (28.57%)	1 (4.76%)	0	0	21	21	100%
Provincial DOH Office (PDOHO)	2 (22.22%)	6 (66.67%)	1 (11.11%)	0	0	9	9	100%

City DOH Office (CDOHO)	37 (37.76%)	50 (51.02%)	11 (11.22%)	0	0	98	98	100%
Total	83 (43.01%)	92 (47.67%)	17 (8.81%)	1 (.52%)	0	193	193	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 37 Capability Building Activities conducted for both internal and external clients, thirteen (13) trainings were rated as Excellent, and Twenty-four (24) were likewise rated as very satisfactory.

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.

Table 4. Summary of Findings for the Training Evaluation

No. of Trainings Conducted: 37

No. of Respondents: 1,248

Title of Trainings	Excellent	Very Satisfactory	Satisfactory	Poor	Total
Training on the use of the adolescent Job Aid Manual	11/26 (42.31%)	13/26 (50%)	2/26 (7.69%)		26 (100%)
Training on Basic Malaria Microscopy for Medical	7/10 (70%)	3/10 (30%)			10 (100%)

HRH Post Deployment Evaluation cum Values Enhancement Seminar (Baguio Group)	29/35 (83%)	6/35 (17%)			35 (100%)
HRH Post Deployment Evaluation cum Values Enhancement Seminar (Benguet Group Batch 1)	59/118 (50%)	59/118 (50%)			118 (100%)
HRH Post Deployment Evaluation cum Values Enhancement Seminar (Benguet Group Batch 2)	32/49 (65.31%)	17/49 (34.69%)			49 (100%)
Refresher Course on Malaria Microscopy for Trained Microscopist 2016 (Batch 1)	5/8 (62.5%)	3/8 (37.5%)			8 (100%)
HRH Post Deployment Evaluation cum Values Enhancement Seminar (Ifugao)	53/111 (47.75%)	58/111 (52.25%)			111 (100%)
Training on the STI Syndromic Case Management	13/19 (68.42%)	6/19 (31.57%)			19 (100%)
Refresher Course on Malaria Microscopy for Trained Microscopist 2016 (Batch 2)	7/10 (70%)	2/10 (20%)	1/10 (10%)		10 (100%)
HRH Post Deployment Evaluation cum Values Enhancement Seminar (Kalinga)	29/73 (39.73%)	44/73 (60.27%)			73 (100%)
HRH Post Deployment Evaluation cum Values Enhancement Seminar (Mt. Province)	49/93 (52.69%)	44/93 (47.31%)			93 (100%)
Training on NBS for Health Workers	29/38 (76.32%)	9/38 (23.68%)			38 (100%)
Basic Training Course on Direct Sputum Microscopy (Batch 2)	9/9 (100%)				9 (100%)
Lactation Management Training Batch 1	10/22 (45.45%)	11/22 (50%)	1/22 (4.55%)		22 (100%)
Integrated Microscopy Training Batch 2	7/12 (58.33%)	5/12 (41.67%)			12 (100%)
Workshop on the Assessment and Brief Intervention for Drug Dependents	10/29 (34.48%)	19/29 (65.52%)			29 (100%)
Training on ID Assessment and TT for Drug Dependents Batch 1	2/21 (9.52%)	12/21 (57.14%)	7/21 (33.33%)		21 (100%)

Training on ID Assessment and TT for Drug Dependents Batch 2	10/31 (32.26%)	12/31 (38.71%)	9/31 (29.03%)		31 (100%)
STI-HIV/AIDS Planning Workshop	5/12 (41.67%)	7/12 (58.33%)			12 (100%)
GAD Planning and Budgeting	17/23 (73.91%)	5/23 (21.74%)			23 (100%)
Customer Service Skills Training	21/29 (72%)	8/29 (28%)			29 (100%)
BeMonc Teams Training	17/17 (100%)				17 (100%)
PTE BTL MLLA		9/9 (100%)			9 (100%)
Substance Abuse Brief Intervention Training Batch 1	3/21 (14.29%)	17/21 (80.95%)	1/21 (4.76%)		21 (100%)
Substance Abuse Brief Intervention Training Batch 2	13/44 (29.5%)	25/44 (56.8%)	6/44 (13.6%)		44 (100%)
Substance Abuse Brief Intervention Training – Apayao and Kalinga	20/33 (60.61%)	13/33 (39.39%)			33 (100%)
Substance Abuse Brief Intervention Training Baguio City	11/43 (25.58%)	21/43 (48.84%)	11/43 (25.58%)		43 (100%)
Substance Abuse Brief Intervention Training Ifugao and Mt. Province	3/27 (11.11%)	17/27 (62.96%)	7/27 (25.93%)		27 (100%)
Training on Communication and Managerial Decision Making	16/39 (41.03%)	22/39 (56.41%)	1/39 (2.56%)		39 (100%)

Orientation for the DOH-CAR Job Contractors	18/47 (38.3%)	27/47 (57.4%)	2/47 (4.3%)		47 (100%)
Training on Rabies Exposure Management for Animal Bite Treatment Center Staff – Batch 1	5/13 (38.46%)	6/13 (46.15%)	2/13 (15.38%)		13 (100%)
Training on Rabies Exposure Management for Animal Bite Treatment Center Staff – Batch 2	6/13 (46.15%)	6/13 (46.15%)	1/13 (7.69%)		13 (100%)
Orientation of MedTechs and RadTechs in Hospitals and Infirmaries on DOH Standards	27/65 (41.54%)	34/65 (52.31%)	4/65 (6.15%)		65 (100%)
Joint Vaccine Preventable Disease Surveillance Orientation and Advocacy on Acute Flaccid Paralysis (AFP) Surveillance for Hospitals	24/88 (27.27%)	47/88 (53.41%)	17/88 (19.32%)		88 (100%)
Health Leadership and Management for the Poor – Batch 4 Module 2	4/11 (36.36%)	6/11 (54.55%)	1/11 (9.09%)		11 (100%)
Over – all Satisfaction Rating	100%				

Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 85 participants that attended the Kapihan for the month of July to September 2016 who filled up the client satisfaction rating form. 96.47% (82) of the clients were satisfied with the Kapihan while there were 3 clients who did not tick the over – all satisfaction. Most of the clients were also satisfied with the content of the Kapihan except that there was 1 who was not satisfied with the resource materials provided to them and 2 who did not tick the resource materials.

Table 5. Summary of Findings for the Kapihan

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				

1. The objectives were clearly defined and met	85 (100%)	0	0	85
2. Topics discussed/ presented were relevant and timely	85 (100%)	0	0	85
3. Resource materials	82 (96.47%)	1 (1.18%)	2 (2.35%)	85
B. Resource Person				
C. Over – All Assessment	82 (96.47%)	0	3 (3.53%)	85

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 July to September 2016. There were a total of 167 clients, both internal and external who had received technical assistance from the ICT section wherein all of them rated the service as Very Satisfactory (100%). 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	167	100%
Satisfactory	0	0
Fair	0	0
Poor	0	0
Total	167	0
Over – all Satisfaction Rating	167	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. The satisfaction rating for the third quarter was 100% 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.

Table 7. Summary of Ratings for Commodities

Type of commodity:			
Medicine =35, Medical supplies =12, Medical equipment =2, IEC =15, Printed materials =4, others =6			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	68	68 (100%)	0
Relevance: Was the delivered item(s) what you need?	68	68 (100%)	0
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	57	14 (25%)	43 (75%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	68	68 (100%)	0
Note: 11 questionnaires doesn't have the question "Is the item(s)/ commodity (ies) expiring in 6 mos.?"			
Over – all Assessment	68	68 (100%)	0

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 third quarter of 2016. Most of the technical assistance provided was others. It can be seen that 98% 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 =0 Advisory services=0 provision of grants/funds =0 others =25					
Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	50	41	9	0	0
Quality of the TA	50	37	13	0	0
Timeliness of the TA	50	33	17	0	0
Note: 1 respondent did not tick the over-all satisfaction.					
Over – all Assessment	50	49	0	0	0
Over – all Satisfaction Rate	98%				

Client Satisfaction Survey on HFEP

Table 9 shows the summary of ratings for HFEP Equipment and infrastructure for the third quarter of 2016. There were 110 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 the clients also rated reliability, usability, maintainability and durability of the HFEP equipment as very good. Over – all, the satisfaction rate was 91.82%.

Table 9b shows the summary of satisfaction rating of the clients for HFEP Infrastructure. There were 29 clients who filled up the customer satisfaction survey. It can be seen from the table that the clients rated the infrastructure to be very good (51.72%). Most of the clients also rated safety, space, design and quality of materials of the HFEP infrastructure as very good. Over – all, the satisfaction rate was 100%. The over-all satisfaction of HFEP (Equipment and Infrastructure) is 93.53%.

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

of respondents= 110

Criteria	No. customers	Excellent	Very Good	Good	Poor
Assistance/ needs provided as requested	87	10	49	24	4
Reliability	110	20	66	24	
Usability	108	21	67	20	
Maintainability	109	14	72	23	
Durability	107	14	62	31	
Note: 9 of the respondent did not tick the over-all satisfaction.					
Over – all Assessment	110	10 (9.09%)	67 (60.91%)	24 (21.82%)	
Over – all Satisfaction Rate				101 (91.82%)	

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

of respondents= 29

Criteria	No. customers	Excellent	Very Good	Good	Poor
Safety	29	5	17	7	
Space	29	4	14	11	
Design	29	2	16	10	1
Quality of Materials	29	2	17	9	1
Over – all Assessment	29	4 (13.79%)	15 (51.72%)	10 (34.48%)	
Over – all Satisfaction Rate				29 (100%)	
Over – all Satisfaction for HFEP (Equipment and Infra)				93.53 (130/139)	

Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the third 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%.

Table 10. Summary of Ratings for Dormitory

Criteria	No. customers	Satisfied	Not Satisfied
How friendly was the staff?	36	36 (100%)	0
How quick was the check – in/ reservation process?	36	36 (100%)	0
Was your room clean upon arrival?	36	36 (100%)	0
Over – all Satisfaction	36	36 (100%)	0

Client Satisfaction Survey for IEC Materials

Table 11 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the third 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	9	5. Posters	9
2. Tarpaulins	9	6. Brochures	9
3. Flyers	9	7. Audio Visual Presentations	2
4. Flipcharts	9	8. Others	0

Over – all Assessment	Satisfied 9 (100%)	Not Satisfied 0 (0%)	Total 9 (100%)
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Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Dormitory for the third 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%.

Table 12. Summary of Ratings for Passenger

Criteria	No. customers who rated the form	Satisfied	Not Satisfied
Professional conduct of passengers	47	44	0
Punctuality of the driver	47	47	0
Condition of the vehicle during the trip	47	47	0
Cleanliness of vehicle during the trip	47	47	0
Safe driving	47	47	0
Physical appearance of the driver	47	47	0
Over – all Satisfaction	47	47 (100%)	0

Appendices

External Client Satisfaction Survey (PDOH Office – Benguet)

There were a total of 28 clients that filled up the CSS form at PDOHO – Benguet. Most of the clients (15) went to the office to 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 – Benguet					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	22	6			
Timely response was given	24	4			
The staff was well – informed	24	4			
The staff was courteous and approachable	26	2			
The services rendered were just, honest and fair	26	2			
The workplace was clean and organized	25	3			
Over – all Customer Satisfaction	28 (100%)				

Purpose of the Transaction/ Visit:

Submit reports of documents: 15

Inquire, request data, request documents: 1

Seek assistance: 3

Interview/ research:

Follow – up documents:

Apply:

Others: 9

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

There were a total of 181 clients that filled up the CSS form at PDOHO – Ifugao. 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. There were 17 respondents who didn't tick the over-all satisfaction. Over – all, 164(90.61%) of 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	129	50	1		1
Timely response was given	126	54			1
The staff was well – informed	126	53			2
The staff was courteous and approachable	128	51	1		1
The services rendered were just, honest and fair	131	49			1
The workplace was clean and organized	123	57			1
Over – all Customer Satisfaction	164 (90.61%)				17 (9.39%)

Purpose of the Transaction/ Visit:

Submit reports of documents: 29	Inquire, request data, request documents: 26	Seek assistance: 4
Interview/ research: 2	Follow – up documents: 5	Others: 88
	Apply:	

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

There were a total of 79 clients that filled up the CSS form at PDOHO – Kalinga. 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. There were 2 respondents who didn't tick the over-all satisfaction. Over – all, 77(97.47%) of 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	69	9	1		
Timely response was given	69	10			
The staff was well – informed	67	11	1		
The staff was courteous and approachable	70	9			
The services rendered were just, honest and fair	70	9			
The workplace was clean and organized	68	11			
Over – all Customer Satisfaction	77 (97.47%)				2 (2.53%)

Purpose of the Transaction/ Visit:

Submit reports of documents: 11	Inquire, request data, request documents: 30	Seek assistance: 5
Interview/ research:	Follow – up documents: 2	Apply: 13
		Others:

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

There were a total of 56 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office to seek assistance and 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	50	6			
Timely response was given	51	5			
The staff was well – informed	49	7			
The staff was courteous and approachable	53	3			
The services rendered were just, honest and fair	52	4			
The workplace was clean and organized	44	12			
Over – all Customer Satisfaction	56 (100%)				

Purpose of the Transaction/ Visit:

Submit reports of documents: 17	Inquire, request data, request documents: 2	Seek assistance: 19
Interview/ research:	Follow – up documents: 2	Apply: 11
		Others: