

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
THIRD 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 July to September 2017, there were a total of 3,391 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants of trainings which constitutes to 62% of total followed by external clients from the regional office and provincial DOH offices (18%). (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 third quarter of 2017 is high with a percentage of 99.91%. 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 3 dissatisfactions in the over-all satisfaction question in the survey form.

**Table 1. Summary of the Client Satisfaction Survey**

<b>Type of Client Satisfaction Survey</b>	<b>No. Clients</b>	<b>No. of Clients who rated Satisfactory or better</b>	<b>No. of Not Satisfied</b>	<b>Satisfaction Rate (%)</b>
External	611	610	1	99.84
Internal	53	52	1	98.11
Training Evaluations	2,111	2,111		100
Kapihan	85	85		100
ICT	203	203		100
Technical Assistance and Support (Commodities)	57	57		100
Technical Assistance and Support (Others)	6	6		100
HFEP	133	132	1	99.25
Dormitory	50	50		100
IEC	25	25		100
Passenger	57	57		100
<b>DOH – CAR over – all satisfaction rate</b>	<b>3,391</b>	<b>3,388</b>	<b>3</b>	<b>99.91</b>

### External Client Satisfaction Survey

From July to September 2017 a total of 611 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, 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 Regional/Assistant Regional Director's Office (44%). Almost all of the clients were satisfied by the service provided in the regional offices (99.74%) and the provincial/city offices (100%) with a total satisfaction rate of 99.84%. 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	380	379 (99.74%)	1 (0.26%)
Regional/ Assistant Regional Director's Office	168	168 (100%)	0
Local Health Support Division	83	82 (98.8%)	1 (1.2%)
Regulations, Licensing and Enforcement Division	55	55 (100%)	0
Management Support Division	74	74 (%)	0
Provincial DOH Offices	231	231 (100%)	0
Apayao PDOH Office	188	188 (100%)	0
Kalinga PDOH Office	27	27 (100%)	0

Mt. Province PDOH Office	16	16 (100%)	0
<b>Total</b>	611	610	1 (0.16%)
<b>Over - all Satisfaction Rate</b>	<b>99.84%</b>		

### 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 submit reports/documents. 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
<b>Received the appropriate services needed</b>	335 (88.16%)	45 (11.84%)	0	0	0
<b>Timely response was given</b>	330 (86.84%)	49 (12.89%)	0	0	1 (0.26%)

<b>The staff was well - informed</b>	333 (87.63%)	44 (11.58%)	1 (0.26%)	0 (%)	2 (0.53%)
<b>The staff was courteous and approachable</b>	344 (90.53%)	35 (9.21%)	0	0	1 (0.26%)
<b>The services rendered were just, honest and fair</b>	338 (88.95%)	40 (10.53%)	0	0	2 (0.53%)
<b>The workplace was clean and organized</b>	335 (88.16%)	44 (11.58%)	0	0	1 (0.26%)

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
<b>Received the appropriate services needed</b>	189 (81.47%)	43 (18.53%)	0	0	0
<b>Timely response was given</b>	191 (82.33%)	41 (17.67%)	0	0	0
<b>The staff was well - informed</b>	216 (93.10%)	16 (6.90%)	0	0	0
<b>The staff was courteous and approachable</b>	227 (97.84%)	5 (2.16%)	0	0	0
<b>The services rendered were just, honest and fair</b>	226 (97.41%)	6 (2.59%)	0	0	0
<b>The workplace was clean and organized</b>	220 (94.83%)	12 (5.17%)	0	0	0

**Table 2d. Purpose of Visit**

	<b>DOH Regional Office - CAR</b>	<b>Provincial DOH Offices</b>	<b>Total</b>
<b>Submit reports/ documents</b>	74	127	201
<b>Inquire/ request data or documents</b>	67	45	112
<b>Seek assistance</b>	154	14	168
<b>Interview/ research</b>	23	1	24
<b>Follow – up documents</b>	17	21	38
<b>Apply for license, accreditation, certification, registration</b>	51	1	52
<b>Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen</b>	43	26	69
<b>IEC Materials</b>	0	0	0
<b>Purpose not indicated</b>	41	5	46

### Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for July to September 2017. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 53 (26.5%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (66%) followed by very satisfied with (26.4%) and satisfied (5.7%) with the service provided to them. However there was 1 dissatisfaction (See Table 13 for details). The over-all satisfaction rate for Internal CSS is 98.11%.

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

**No. of ratings: 53**

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
<b>Regional/ Assistant Regional Director's Office (RD/ARD)</b>	18 (69.23%)	5 (19.23%)	3 (11.54%)	0	0	26	26	<b>100%</b>
<b>Local Health Support Division (LHSD)</b>	5 (55.56%)	4 (44.44%)	0	0	0	9	9	<b>100%</b>
<b>Regulations, Licensing and Enforcement Division (RLED)</b>	1 (100%)	0	0	0	0	1	1	<b>100%</b>
<b>Management Support Division (MSD)</b>	11 (64.71%)	5 (29.41%)	0	1 (5.88%)	0	17	16	<b>94.12%</b>
<b>Total</b>	35 (66%)	14 (26.4%)	3 (5.7%)	1 (1.9%)	0	53	52	<b>98.11%</b>

## 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 56 Capability Building Activities conducted for both internal and external clients, twenty-six (26) trainings were rated as very satisfactory, and thirty (30) 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: 56

No. of Respondents: 2,111

<b>Title of Trainings</b>	<b>Date</b>	<b>Excellent</b>	<b>Very Satisfactory</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Total</b>
1. Pharmaceutical Supply Chain Management Orientation - Batch 1	July 5-6, 2017	16/35 45.71%	19/35 54.29%			35
2. HLGP Cycle 2 Orientation for DMOs -Coaching System Workshop	July 11-13, 2017	4/24	17/24	3/24		24



			16.67%	70.83%	12.5%		
3. Roll-out Training on Culture Sensitivity in the delivery of Health Services in Indigenous Communities/IP in CAR-Apayao Batch	July 2017	11-13,	25/35 71.42%	10/35 28.57%			35
4. Provincial Consultative Workshop on Oral Health for Public Health Dentists – Apayao Province	July 2017	12-13,	11/16 68.75%	5/16 31.25%			16
5. Orientation on HW on the Nutrition Services and Interventions During the 1st 1000 Days – Apayao	July 2017	12-13,	15/27 55.56%	11/27 40.74%			27
6. Training on Basic Epidemiology	July 2017	17-21,	16/27 59.26%	11/27 40.74%			27
7. National Immunization Program Basic Course and Cold Chain Management Training	July 2017	18-20,	31/59 52.54%	28/59 47.45%			59
8. Training on Surveillance, Case Mgmt. and Prevention of Dengue, Zika and Chikungunya	July 2017	19-21,	10/24 42%	3/24 13%	11/24 46%		24
9. Pharmaceutical Supply Chain Management Orientation - Batch 2	July 2017	19-20,	59% 19/32	41% 13/32			32
10. Training of Trainers on Integrated Management	July	24-28,	55%	45%			20

of Childhood Illness	2017	11/20	9/20			
11. Dangerous Drug Abuse Prevention and Treatment Program - Ifugao	August 30 – September 01, 2017	30% 23/89	56% 50/89	14% 16/89		89
12. Consultative Workshop on Oral Health for Public Health Dentists – Baguio/Benguet Province	July 26-27, 2017	12/22 54.55%	9/22 40.91%	1/22 4.55%		22
13. Refresher Course Malaria Microscopy for Trained Microscopists	July 31-August 04, 2017	80% 4/5	20% 1/5			5
14. Roll-out Training on Culture Sensitivity in the delivery of Health Services in Indigenous Communities/IP in CAR-Batch 3 Kalinga	September 5-7, 2017	34/41 7.32%	6/41 14.63%			41
15. Consultative Workshop on Oral Health for Public Health Dentists – Ifugao Province	August 8-9, 2017	5/12 41.67%	6/12 50%	1/12 8.33%		12
16. Dangerous Drug Abuse Prevention and Treatment Program - Kalinga	September 06-08, 2017	13/33 40%	10/33 32%	8/33 20%		33
17. Community Based Rehabilitation – Bontoc	August 9-11, 2017	15/29	13/29	1/29		29

		52%	45%	3%		
18. Orientation on HW on the Nutrition Services and Interventions During the 1st 1000 Days – Kalinga	August 16-17, 2017	17/20 85%	3/20 15%			20
19. Dangerous Drug Abuse Prevention and Treatment - Mt. Province	August 9-11, 2017	52% 15/24	45% 13/24	3% 1/24		24
20. Consultative Workshop on Oral Health for Public Health Dentists – Mt. Province	August 16-17, 2017	1/15 6.67%	14/15 93.33%			15
21. Orientation of BHWs – Baguio City	August 18, 2017	13/30 43%	15/30 50%			30
22. Integrated Management of Childhood Illness Basic Course - Batch 1	August 21-26, 2017	4/20 20%	14/20 70%	2/20 10%		20
23. Consultative Workshop on Oral Health for Public Health Dentists – Abra Province	August 23-24, 2017	9/12 75%	3/12 25%			12
24. Seminar on ISO 9001:2015 with Strategic Planning and Risk Management	August 29-31, 2017	5/39 13%	30/39 77%	4/39 10%		39
25. Training on Community Based Rehabilitation - Ifugao	August 31-September 01, 2017	30% 19/53	56% 35/53	14% 9/53		53
26. Orientation Seminars on Primary Level care for Common Skin Diseases for RHU Health Workers	September 5-6, 2017	20/35	14/35	1/35		35

		57.14%	40%	2.8%		
27. Orientation on BHW Benefits and Incentives, Expanding Roles and Responsibilities- Benguet	September 08, 2017	10/30 33%	12/30 40%	6/30 20%		30
28. Data Recon on unmet need for modern family Planning and Orientation on WRA - Baguio City	September 08, 2017	17/36 47.2%	18/36 50%	2.78% 1/36		36
29. Orientation on Primary Level Care for Common Skin Diseases for Elementary and Secondary Teachers	September 08, 2017	93/126 73.81%	28/126 22.22%	5/126 3.97%		126
30. Training on Community Based Rehab -Kalinga	September 06-08, 2017	42% 13/30	32% 10/30	26% 8/30		30
31. Integrated Management of Childhood Illness Basic Course - Batch 2	September 11-16, 2017	7/19 36.84%	9/19 47.37%	3/19 15.79%		19
32. Orientation and Family Planning Competency Based Training Level 1 for FHA	September 11-15, 2017	22/74 29.73%	39/74 52.7%	13/74 17.57%		74
33. FPCBT 1 for Hospitals - Family Planning Competency Based Training	September 12-15, 2017	10/38 26.3%	28/38 73.3%			38
34. Refresher Course Malaria Microscopy for Trained Microscopists	September 11-15, 2017	8/12 66%	4/12 33%			12
35. Spiritual Retreat - Batch 1	September 12-14, 2017	17/47	23/47	7/47		47

		36%	49%	15%		
36. ACETIC Acid wash	September 12-14, 2017	4/19 21.05%	15/19 78.95%			19
37. Breast Feeding Forum- Kalinga	September 14, 2017	42/64 65.63%	19/64 29.69%	3/64 4.68%		64
38. Kangaro Mother Care- Abra	September 19-20, 2017	17/25 68%	8/25 32%			25
39. Integrated Management of Childhood Illness Basic Course - Batch 3	September 18-23, 2017	14/21 66.67%	6/21 28.57%	1/21 4.76%		21
40. Regional DepEd Advocacy Meeting and Program Implementation Review on School-Based Health Programs	September 19-21, 2017	22/45 48.88%	21/45 46.66%	1/45 .02%		45
41. Joint Regional LGU and DepEd Advocacy Meeting and PIR	September 19-21, 2017	22/45 48.89%	21/45 46.67%	2/45 4.44%		45
42. Donor Recruitment, Retention and Care (Apayao and Baguio)	September 19-21, 2017	11/27 41%	13/27 48%	3/27 11%		27
43. Data Recon on unmet need for modern family Planning and Orientation on WRA	September 20, 2017	1/25 4%	13/25 52%	11/25 44%		25

44. Training on Rabies Exposure Management	September 20-21, 2017	4/11 36.36%	6/11 54.54%	1/11 9.09%		11
45. Generic Awareness Month Celebration	September 21, 2017	62/136	55/136	19/136		136
46. Orientation of Child Development Workers and selected School Teachers on Proper Oral Health Care -Abra	September 21, 2017	35/41 85.37%	4/41 9.76%			41
47. Data Recon on unmet need for modern family planning and orientation on WRA-Mt. Province	September 21, 2017	7/31 22.6%	16/31 51.6%	8/31 25.8%		31
48. Data Recon on unmet need for modern family planning and orientation on WRA-Kalinga and Apayao	September 19, 2017	8/50 16%	26/50 52%	14/50 28%		50
49. Orientation on Child Development Workers and Selected School Teachers on Proper Oral Health Care-Apayao	September 19, 2017	32/40 80%	8/40 20%			40
50. NLCP-Integrated Leprosy PIR	September 20, 2017	15/36 41.67%	21/36 58.33%			36
51. Providers Course Training on the Management of Acute Malnutrition in the Pediatric Population	September 21-22, 2017	10/41 24.39%	31/41 75.60%			41
52. Environmental Summit	September 27, 2017	32/94 34%	52/94 55%	10/94 11%		94

53. Health Leadership and Management for the Poor - Batch 5 Moving from Good to Better	September 28-29, 2017	11/16 68.75%	5/16 31.25%			16
54. National Immunization PIR and Catch-up Planning (Baguio and Benguet)	September 28-29, 2017	34/70 48.57%	31/70 44.29%	5/70 7.14%		70
55. Data Recon on unmet need for modern Family Planning and Orientation on WRA -Abra	September 28, 2017	11/59 19%	35/59 59%	22% 13/59		59
56. Kalinga BHW Orientation on Pocket Handbook	September 28, 2017	20/25 80%	5/25 20%			25
<b>Over – all Satisfaction Rating</b>	<b>2111/2111 100%</b>					

### 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 2017 who filled up the client satisfaction rating form. The over-all satisfaction of the Kapihan is 100%.

**Table 5. Summary of Findings for the Kapihan**

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	85	0	0	85

	(100%)			
2. Topics discussed/ presented were relevant and timely	85 (100%)	0	0	85
3. Resource materials	85 (91.67%)	0	0	85
B. Resource Person				
C. Over – All Assessment	85 (100%)	0	0	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 2017. There were a total of 203 clients, both internal and external who had received technical assistance from the ICT section wherein they rated the services as Very Satisfactory (100%). 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	203	100%
Satisfactory		
Fair		
Poor		
Total		
<b>Over – all Satisfaction Rating</b>	<b>203</b>	<b>100%</b>



### 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 4 (7.02%) clients who rated that the items delivered to them will expiring in 6 months, and the commodity is not in good physical condition. However, the over-all satisfaction rating for the third quarter was 100%, which exceeded the target satisfaction rate of 87%.

**Table 7. Summary of Ratings for Commodities**

<b>Type of commodity:</b> Medicine =11, Medical supplies =13, Medical equipment =7, IEC =17, Printed materials =5, others =6			
<b>Criteria</b>	<b>No. customer who rated the commodity</b>	<b>Yes</b>	<b>No</b>
Timeliness: Were the item(s) received on time?	57	56 (98.25%)	0
Relevance: Was the delivered item(s) what you need?	57	56 (98.25%)	1 (1.75%)
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	57	4 (7.02%)	48 (84.21%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	57	56 (98.25%)	1 (1.75%)
<b>Over – all Assessment</b>	57	57 (100%)	

### 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 2017. Most of the technical assistance provided were others (3) followed by Advisory services, resource person and provision of grants/funds with 2 each. 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 =2, Advisory services=2, provision of grants/funds =2, others =3

Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	6	5	1		
Quality of the TA	6	4	2		
Timeliness of the TA	6	4	2		
<b>Over – all Assessment</b>	6	6			
<b>Over – all Satisfaction Rate</b>	<b>100%</b>				

### Client Satisfaction Survey on HFEP

Table 9a shows the summary of ratings for HFEP Equipment and infrastructure for the third quarter of 2017. It can be seen that 100% of the clients were satisfied with the assistance/ needs provided as requested. Meanwhile, 100% were satisfied with the equipment's given by the office and 98.25% for infrastructure provided to them. There was a 1 dissatisfaction (see Table 13 for details). The overall satisfaction rating of 99.25% exceeded the target satisfaction rate of 85%.

**Table 9a. Summary of Ratings for HFEP**

<b>Indicator</b>	<b>No. customers</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
Assistance/ needs provided as requested	70	7	48	11	4	0
Over – all Satisfaction Rate				100%		

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

<b>Criteria</b>	<b>No. customers</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
Reliability	105	17	56	27	3	2
Usability	104	18	60	22	4	0
Maintainability	104	13	59	28	3	1
Durability	101	13	52	29	6	1
<b>Over – all Assessment</b>	76	9	46	18	3	0
Over – all Satisfaction Rate				100% (76/76)		

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

<b>Criteria</b>	<b>No. customers</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
Safety	70	35	35	3	3	1
Space	70	32	32	3	3	0
Design	70	36	36	5	5	1
Quality of Materials	70	35	35	4	4	1
<b>Over – all Assessment</b>	57	31	31	2	2	1
Over – all Satisfaction Rate				98.25% (56/57)		
<b>Over – all Satisfaction for HFEP (Equipment and Infra)</b>				<b>99.25% (132/133)</b>		

### Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the third quarter of 2017. It can be seen that 50 (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**

<b>Criteria</b>	<b>No. customers</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
How friendly was the staff?	50	50	0
How quick was the check – in/ reservation process?	50	50	0
Was your room clean upon arrival?	50	50	0
Utilities used (e.g. linens, shower, etc)	50	50	0
<b>Over – all Satisfaction</b>	<b>50</b>	<b>50(100%)</b>	

### 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 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**

<b>IEC Materials given to the Health Facilities:</b>	<b>Recipients</b>	<b>IEC Materials given to the Health Facilities:</b>	<b>Recipients</b>
1. Cordillera Health Voice Newsletter	9	5. Posters	9
2. Tarpaulins	10	6. Brochures	9
		7. Audio Visual	5

3. Flyers	10	Presentations	
4. Flipcharts	7	8. Others	6
<b>Over – all Assessment</b>	<b>Satisfied</b>	<b>Not Satisfied</b>	<b>Total</b>
	25(100%)		25

### Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Passenger for the Third quarter of 2017. It can be seen that 57 (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	57	57	
Punctuality of the driver	57	57	
Condition of the vehicle during the trip	57	57	
Cleanliness of vehicle during the trip	57	57	
Safe driving	57	57	
Physical appearance of the driver	57	57	
<b>Over – all Satisfaction</b>	<b>57</b>	<b>57</b> <b>(100%)</b>	

## Appendices

### External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 188 clients that filled up the CSS form at PDOHO –Apayao. Most of the clients (117) 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 188 (100%) clients were satisfied by the services provided by the office.

<b>Table 15a. Details of External Survey Ratings</b> <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	150	38		
Timely response was given	153	35		
The staff was well – informed	179	9		
The staff was courteous and approachable	185	3		
The services rendered were just, honest and fair	185	3		
The workplace was clean and organized	186	2		
Over – all Customer Satisfaction	188			

Purpose of the Transaction/ Visit:

Submit reports of documents: 117

Inquire, request data, request documents: 39    Seek assistance: 0

Interview/ research: 0

Follow – up documents: 20

Apply: 0

Others: 8

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

There were a total of 27 clients that filled up the CSS form at PDOHO – Kalinga. Most of the clients went to the office to submit reports. Table 15b 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%.

<b>Table 15b. Details of External Survey Ratings Provincial DOH Office – Kalinga</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	26	2		
Timely response was given	26	2		
The staff was well – informed	26	2		
The staff was courteous and approachable	28			
The services rendered were just, honest and fair	27	1		
The workplace was clean and organized	25	3		
Over – all Customer Satisfaction	27			

Purpose of the Transaction/ Visit:

Submit reports of documents: 9	Inquire, request data, request documents: 5	Seek assistance: 8	
Interview/ research: 1	Follow – up documents: 0	Apply: 1	Others: 0

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

There were a total of 16 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office to seek assistance. Table 15c 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%.

<b>Table 15c. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	13	3		
Timely response was given	12	4		
The staff was well – informed	11	5		
The staff was courteous and approachable	14	2		
The services rendered were just, honest and fair	14	2		
The workplace was clean and organized	9	7		
Over – all Customer Satisfaction	16			

Purpose of the Transaction/ Visit:

Submit reports of documents: 1	Inquire, request data, request documents: 1	Seek assistance: 8
Interview/ research: 0	Follow – up documents: 1	Others: 4
	Apply: 0	