

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
THIRD 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, dormitory and others.

**FINDINGS:**

From July to September, there were a total of 2,824 customers who rated the different services of the DOH – CAR Office. Most of the customers were from the trainings conducted by the regional office (49%) 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, dormitory, IEC materials, and Passenger surpass 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 2018 is high with a percentage of 100%.

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

<b>Type of Customer Satisfaction Survey</b>	<b>No. Customers</b>	<b>No. of Customers who rated Satisfactory or better</b>	<b>No. of Not Satisfied</b>	<b>Satisfaction Rate (%)</b>
External	738	738		100
Internal	202	202		100
Training Evaluation (Q2)	1,390	1,390		100
Kapihan	60	60		100
ICT	88	88		100
Technical Assistance and Support (Commodities)	150	150		100
Technical Assistance and Support (Others)	103	103		100
Dormitory	13	13		100
IEC	8	8		100
Passengers of DOH-CAR Vehicles	72	72		100
<b>DOH – CAR over – all satisfaction rate</b>	<b>2,824</b>	<b>2,824</b>		<b>100</b>

### External Customer Satisfaction Survey

From July to September 2018 a total of 738 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 (46%). 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**

<b>Division Providing Service</b>	<b>Total Customer</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
DOH Regional Office – CAR	344 (46.61%)	344 (100%)	0
Regional/ Assistant Regional Director's Office	76 (22.09%)	76 (100%)	0
Local Health Support Division	72 (20.93%)	72 (100%)	0
Regulations, Licensing and Enforcement Division	38 (11.05%)	38 (100%)	0
Management Support Division	158 (45.93%)	158 (100%)	0
Provincial DOH Offices	394 (53.39%)	394 (100%)	0
Apayao PDOH Office	239 (60.66%)	239 (100%)	0
Ifugao PDOH Office	51 (12.94%)	51 (100%)	0

Kalinga PDOH Office	65 (16.5%)	65 (100%)	0
Mt. Province PDOH Office	39 (9.9%)	39 (100%)	0
<b>Total</b>	738	738	0
<b>Over - all Satisfaction Rate</b>	<b>100%</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 statements regarding their satisfaction to the services they had received. There were four 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 with other purposes.

**Table 2b. Details of External Customer Survey Ratings**

<b>DOH – CAR Regional Office</b>					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
<b>Received the appropriate services needed</b>	285 (82.85%)	58 (16.86%)	0	1 (0.29%)	0

<b>Timely response was given</b>	281 (81.69%)	61 (17.73%)	1 (0.29%)	0	1 (0.29%)
<b>The staff was well - informed</b>	279 (81.1%)	63 (18.31%)	1 (0.29%)	0	1 (0.29%)
<b>The staff was courteous and approachable</b>	298 (86.63%)	42 (12.21%)	0	0	4 (1.16%)
<b>The services rendered were just, honest and fair</b>	290 (84.3%)	51 (14.83%)	1 (0.29%)	0	2 (0.58%)
<b>The workplace was clean and organized</b>	284 (82.56%)	59 (17.15%)	0	0	1 (0.29%)

**Table 2c. Details of External Customer Survey Ratings**

***Provincial DOH Offices***

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
<b>Received the appropriate services needed</b>	375 (95.18%)	19 (4.82%)	0	0	0
<b>Timely response was given</b>	371 (94.16%)	23 (5.84%)	0	0	0
<b>The staff was well - informed</b>	310 (94.22%)	19 (5.78%)	0	0	0
<b>The staff was courteous and approachable</b>	384 (97.46%)	10 (2.54%)	0	0	0
<b>The services rendered were just, honest and fair</b>	385 (97.72%)	9 (2.28%)	0	0	0
<b>The workplace was clean and organized</b>	377 (95.69%)	17 (4.31%)	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>	24	150	174
<b>Inquire/ request data or documents</b>	62	40	102
<b>Seek assistance</b>	166	32	198
<b>Interview/ research</b>	14	20	34
<b>Follow – up documents</b>	17	13	30
<b>Apply for license, accreditation, certification, registration</b>	56	1	57
<b>Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen</b>	37	175	212
<b>IEC Materials</b>	0	0	0
<b>Purpose not indicated</b>	43	4	47

### Internal Customer Satisfaction Survey

Table 3 presents the summary findings of the internal customer satisfaction survey per division for July to September 2018. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 202 (101%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were satisfied (44.06%) followed by delighted with (39.6%) 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: 202**

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied customer	Satisfaction Rate
<b>Regional/ Assistant Regional Director's Office (RD/ARD)</b>	15 (75%)	5 (25%)	0	0	0	20	20	<b>100%</b>
<b>Local Health Support Division (LHSD)</b>	16 (59.26%)	9 (33.33%)	2 (7.41%)	0	0	27	27	<b>100%</b>
<b>Regulations, Licensing and Enforcement Division (RLED)</b>	2 (66.67%)	1 (33.33%)	0	0	0	3	3	<b>100%</b>
<b>Management Support Division (MSD)</b>	41 (73.2%)	13 (23.2%)	2 (3.6%)	0	0	56	56	<b>100%</b>
<b>Provincial DOH Office (PDOHO)</b>	6 (6.25%)	5 (5.21%)	85 (88.54%)	0	0	96	96	<b>100%</b>
<b>Total</b>	80 (39.6%)	33 (16.34%)	89 (44.06%)	0	0	202	202	<b>100%</b>

## Training Evaluation

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of April to June were rated as satisfactory to excellent. It was noted that none of the trainings got a poor over-all assessment.

This only means that the trainings conducted have met the target where 87% of participants rated the trainings as satisfactory or better. Factors that have contributed to such good assessment were the presence of post-evaluation and feed backing between the end-user and the supplier.

The over-all satisfaction for the training evolution for the second quarter is 100%.

<b>Table 4. Training Evaluation</b>						
<b>No.</b>	<b>Title of Training</b>	<b>Date</b>	<b>Excellent</b>	<b>Very Satisfactory</b>	<b>Satisfactory</b>	<b>Poor</b>
1	Training on Rabies Exposure Management	April 11-13, 2018	4/8 50%	4/8 50%		
2	Training on Filling -out of Death Certificate -Ifugao	April 11-12, 2018		5/18 27.78%	13/18 72.22%	
3	Family Planning Competency Based Training Level 1	April 16-20, 2018	20/35 57.14%	6/35 17.14%		
4	Training on Early Detection and Identification of Mental Illness Using the MHGAP Intervention Guide and Community Based	April 17-20,2018	26/50 52%	22/50 44%	2/50 4%	



	Drug Rehab- Abra					
5	Provider's Course for the Management of Acute Malnutrition: Baguio City	March 6-8, 2018	14/33 42.42%	16/33 48.48%	3/33 9.09%	
6	Acetic Acid Wash Training	April 17-20, 2018	7/18 38.89%	11/18 61.11%		
7	Workshop on the Development of the Elderly Health Handbook	May 2-3, 2018	10/16 62.5%	5/16 31.25%	1/16 6.25	
8	Refresher Course on Malaria Microscopy for Trained Microscopists	May 7-11, 2018	7/14 50%	5/14 37.70%	2/14 14.28%	
9	Training on Integrated Vector Management	May 8-10, 2018	14/34 41.18%	18/34 52.94%	2/34 5.88%	
10	Training on IEC Development for Program Coordinators	May 15-17, 2018	10/14 71.43%	3/14 21.43%	1/14 7.14%	
11	Training on Multidisciplinary Team Training on Violence Against Women and Children ( MHO, Social Workers/PHNs, Police Officers	May 22-25, 2018	11/27 37%	11/27 41%	6/27 22%	
12	NIP PIR (Mt. Province)	May 23, 2018	20/78 25.64%	46/78 58.97%	12/78 15.38%	
13	Integrated Microscopy Training	May 22-25, 2018	5/8 62.50%	3/8 37.50%		

14	Training on Early Detection and identification of Mental Illness Using the MHGAP Intervention Guide and Community- Based Drug Rehab Benguet-Ifugao	May 22-25, 2018	16/52 30.77%	31/52 59.62%	5/52 9.62%	
15	Provincial/City Orientation on Reaching Every Purok & NIP Review- Baguio City	May 24-25, 2018	25/84 29.76%	59/84 70.84%		
16	Prov'l Teen Mom's Congress- Kalinga	May 24, 2018	29/39 74.36%	9/39 23.08%	1/39 2.56%	
17	Progestin-only Subdermal Implant Clinical Skills Training Course	May 31-June 1, 2018	6/30 20%	20/30 67%	4/30 13%	
18	Donor Recruitment , Retention and Care Training of Local Blood Program Coordinators- Apayao, Kalinga, Ifugao	May 29-31, 2018	4/30 13%	22/30 73%	4/30 13%	
19	Dengue Death Review Com Meeting	June 06, 2017	4/6 66.67%	2/6 33.33%		
20	Introduction to Peer Counseling and Independent Living Workshop for PWDs	June 18-22, 2018	5/9 55.55%	4/9 44.45%		
21	Pharmacovigilance Information Management Orientation	June 14, 2018	12/21 57.14%	9/21 42.86%		
22	NIP PIR Kalinga	June 13-14, 2018	15/70 21.43%	55/70 78.57%		

23	Integrity Development Seminar- for RLED staff	June 20, 2018	42/132 31.82%	83/132 62.88%	7/132 5.30%	
24	Provincial/City Orientation on Reaching Every Purok & NIP Review- Luna	June 21-22, 2018	68/91 74.73%	21/91 23.08%	2/91 2.20%	
25	Orientation on Handling of Complaints of RLED Licensing Officers	June 21-22, 2018	41.03% 64/156	50% 78/156	8.97% 14/156	
26	Introduction to Peer Counseling and Independence Living Workshop for Persons with Disabilities	June 19-22, 2018	5/9 55%	4/9 44.45%		
27	Adolescent Health & Development Forum- Bauko	June 19, 2018	65/88	23/88	1/88	
28	Adolescent Health & Development Forum-Paracelis	June 21, 2018	83/106 73.86%	21/106 19.81%	2/106 1.87%	
29	Training on Early Detection of Mental Illness Using the MHGAP Intervention and Community-Based Drug Rehab- Mt Prov , Apayao, kalinga	June 19-22, 2018	26/63 41.27%	34/63 53.97%	3/63 4.76%	
30	Selected Child Development Workers Training of Trainers on Basic Oral Health Care	June 21-22, 2018	32/34 94.12%	2/34 5.88%		
31	Training on the VAWC Registry System	June 27-29, 2018	8/17 47%	8/17 47%	1/17 6%	
<b>Overall Satisfaction: 1390/1390 (100)</b>						

### Kapihan Customer Satisfaction Survey

Table 5 presents the summary findings for Kapihan. There were a total of 60 participants that attended the Kapihan for the month of July to September 2018 who filled up the customer satisfaction survey form. Two (2) 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	59 (98.33%)		1 (1.67%)	60
2. Topics discussed/ presented were relevant and timely	60 (100%)	0	0	100
3. Resource materials	52 (86.67%)	2 (3.33%)	6 (10%)	88
B. Resource Person				
C. Over – All Assessment	60 (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 July to September 2018. There were a total of 88 customers, 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 which was 100% exceeded the target rate of 87%.

**Table 6. Summary of Rating for Information Communication Technology**

<b>Rating</b>	<b>Number</b>	<b>Percentage</b>
Very Satisfactory	88	100%
Satisfactory		
Fair		
Poor		
Total		
<b>Over – all Satisfaction Rating</b>	<b>88</b>	<b>100%</b>

**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 IEC. There were 18 customers who rated that the items delivered to them will be expiring in 6 months. 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**

**Type of commodity:**

Medicine =50, Medical supplies =46, Medical equipment =8, IEC =70, Printed materials =46, others =35

<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?	150	150 (100%)	0
Relevance: Was the delivered	150	150	0

item(s) what you need?		(100%)	
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	148	18 (12.16%)	130 (87.84%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	150	150 (100%)	0
<b>Note:</b> 2 CSS questionnaires don't have Condition a.			
<b>Over – all Assessment</b>	150	150 (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 =52, Advisory services=69, network or coordination=31, provision of grants/funds =23, others =6, blank=6

Criteria	No. customer who rated the commodity	Satisfied	Not Satisfied
Utility of the TA	103	102 (99.03%)	1 (0.97%)

Quality of the TA	103	103 (100%)	
Timeliness of the TA	103	103 (100%)	
<b>Over – all Assessment</b>	103	103	
<b>Over – all Satisfaction Rate</b>	<b>100%</b>		

### Customer Satisfaction Survey for Dormitory

Table 9 shows the summary of ratings on the services provided by the Dormitory for the third quarter of 2018. It can be seen that 13 (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 9. Summary of Ratings for Dormitory**

<b>Criteria</b>	<b>No. customers</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
How friendly was the staff?	13	13	0
How quick was the check – in/ reservation process?	13	13	0
Was your room clean upon arrival?	13	13	0
Utilities used (e.g. linens, shower, etc)	13	13	0
<b>Over – all Satisfaction</b>	<b>13</b>	<b>13(100%)</b>	

### Customer Satisfaction Survey for IEC Materials

Table 10 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the third 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 10. 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	8	5. Posters	8
2. Tarpaulins	8	6. Brochures	8
3. Flyers	8	7. Audio Visual Presentations	8
4. Flipcharts	8	8. Others:	
<b>Over – all Assessment</b>	<b>Satisfied</b> 8(100%)	<b>Not Satisfied</b>	<b>Total</b> 8

### Customer Satisfaction Survey for Passengers of DOH-CAR Vehicles

Table 11 shows the summary of ratings of passengers for the third quarter of 2018. It can be seen that 72 (100%) of the customers were satisfied with the services provided to them. This rate exceeded the target satisfaction rate of 87%.

**Table 11. Summary of Ratings for Passenger**

<b>Criteria</b>	<b>No. customers who rated the form</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Professional conduct of passengers (drivers)	72	72	
Punctuality of the driver	72	72	
Condition of the vehicle during the trip	72	72	



Cleanliness of vehicle during the trip	72	72	
Safe driving	72	72	
Physical appearance of the driver	72	72	
<b>Over – all Satisfaction</b>	<b>72</b>	<b>72</b> <b>(100%)</b>	

## Appendices

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

There were a total of 239 customers that filled up the CSS form at PDOHO –Apayao. Most of the customers (108) went to the office with other purposes. Table 14a 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 239 (100%) customers were satisfied by the services provided by the office.

<b>Table 14a. Details of External Survey Ratings</b> <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	229	10		
Timely response was given	227	12		
The staff was well – informed	226	13		
The staff was courteous and approachable	235	4		
The services rendered were just, honest and fair	236	3		
The workplace was clean and organized	234	5		
Over – all Customer Satisfaction	239			

Purpose of the Transaction/ Visit:

Submit reports of documents: 95

Inquire, request data, request documents: 17

Seek assistance: 6

Interview/ research: 13

Follow – up documents: 5

Apply: 0

Others: 98

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

There were a total of 51 customers that filled up the CSS form at PDOHO – Ifugao. Most of the customers went to the office to submit reports/documents. Table 14b 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%.

<b>Table 14b. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	48	3		
Timely response was given	48	3		
The staff was well – informed	45	6		
The staff was courteous and approachable	47	4		
The services rendered were just, honest and fair	48	3		
The workplace was clean and organized	48	3		
Over – all Customer Satisfaction	51			

**Purpose of the Transaction/ Visit:**

Submit reports of documents: 37

Interview/ research: 6

Inquire, request data, request documents: 11

Follow – up documents: 2

Seek assistance: 2

Apply: 0

Others: 31

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

There were a total of 65 customers that filled up the CSS form at PDOHO – Kalinga. Most of the customers went to the office with other purposes. Table 14c 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%.

<b>Table 14c. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	59	6		
Timely response was given	57	8		
The staff was well – informed	-	-		
The staff was courteous and approachable	63	2		
The services rendered were just, honest and fair	62	3		
The workplace was clean and organized	57	8		
Over – all Customer Satisfaction	65			

**Purpose of the Transaction/ Visit:**

Submit reports of documents: 8

Interview/ research: 1

Inquire, request data, request documents: 6

Follow – up documents: 4

Seek assistance: 18

Apply: 1

Others: 32

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

There were a total of 39 customers that filled up the CSS form at PDOHO – Mt. Province. Most of the customers went to the office with other purposes. Table 14d 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%.

<b>Table 14d. Details of External Survey Ratings Provincial DOH Office – Mt. Province</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	39			
Timely response was given	39			
The staff was well – informed	39			
The staff was courteous and approachable	39			
The services rendered were just, honest and fair	39			
The workplace was clean and organized	38	1		
Over – all Customer Satisfaction	39			

Purpose of the Transaction/ Visit:

Submit reports of documents: 10	Inquire, request data, request documents: 6	Seek assistance: 6
Interview/ research: 0	Follow – up documents: 2	Apply: 0
		Others: 14