

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
THIRD 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 July to September 2019 there were a total of 2,679 customers who rated the different services of the DOH – CHD – CAR Office. Most (25%) of the customers were customers of the regional office and provincial/city DOH offices who received Technical Assistance and Support (Other TA) followed by participants from trainings (17%). (Table 1)

Table 1 presents the summary of the customer satisfaction survey for DOH – CHD – CAR Office that were gathered from the following CSS forms: external, internal, Kapihan, TA (commodities), technical assistance (others), HFEP, dormitory, IEC materials, Passengers, Training Evaluations, Meetings and Advocacy Activities, and Monitoring of Health Facilities. The over – all rating of 99.81% surpassed the target satisfaction rate which is 87%. All customers (100%) from the different types of CSS except for External and Internal CSS were satisfied with the services they received from the Office.

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

| <b>Type of Customer Satisfaction Survey</b>    | <b>No. customer who rated</b> | <b>No. of Customers who rated Satisfactory or better</b> | <b>No. of Not Satisfied</b> | <b>Satisfaction Rate (%)</b> |
|--|-------------------------------|--|-----------------------------|------------------------------|
| External                                       | 378                           | 377  | 1                           | 99.74                        |
| Internal                                       | 417                           | 413  | 4                           | 99.04                        |
| Kapihan  | 85                            | 85   | 0                           | 100                          |
| Technical Assistance and Support (Commodities) | 228                           | 228  | 0                           | 100                          |
| Technical Assistance and Support (Others)      | 671                           | 671  | 0                           | 100                          |
| HFEP   | 19                            | 19   | 0                           | 100                          |
| Dormitory                                      | 10                            | 10   | 0                           | 100                          |
| IEC  | 6                             | 6  | 0                           | 100                          |
| Passengers of DOH-CAR Vehicles                 | 57                            | 57   | 0                           | 100                          |
| Training Evaluations                           | 454                           | 454  | 0                           | 100                          |
| Meetings and Advocacy Activities               | 311                           | 311  | 0                           | 100                          |
| Monitoring of Health Facilities                | 43                            | 43   | 0                           | 100                          |
| <b>DOH – CAR over – all satisfaction rate</b>  | <b>2,679</b>                  | <b>2,674</b>   | <b>5</b>                    | <b>99.81</b>                 |

### External Customer Satisfaction Survey

From July to September 2019, a total of 378 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 her. The over-all satisfaction of the regional office is 99.74% 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                      | 227                    | 226                           | 99.53%                   |
| <i>RD/ ARD</i>                       | 47                     | 47                            | 100%                     |
| <i>Local Health Support Division</i> | 40                     | 40                            | 100%                     |
| <i>RLED</i>                          | 70                     | 69                            | 98.57%                   |
| <i>Management Support Division</i>   | 70                     | 70                            | 100%                     |
| Provincial DOH Offices               | 151                    | 151                           | 100%                     |
| <i>Apayao</i>                        | 51                     | 51                            | 100%                     |
| <i>Benguet</i>                       | 8                      | 8                             | 100%                     |
| <i>Ifugao</i>                        | 54                     | 54                            | 100%                     |
| <i>Kalinga</i>                       | 30                     | 30                            | 100%                     |
| <i>Mountain Province</i>             | 8                      | 8                             | 100%                     |
| <b>Total</b>                         | <b>378</b>             | <b>377</b>                    | <b>99.74%</b>            |



## 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 were 2 customers who disagreed that the workplace was clean and organized. It was evident on the average scores of the customers that were computed, that in the average, the customers were delighted with the services they had received from the Office.

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

|  | No.<br>customer<br>who rated | Strongly<br>Agree | Agree         | Disagre<br>e | Strongly<br>Disagree | Average | Descriptive<br>Equivalent     |
|--|------------------------------|-------------------|---------------|--------------|----------------------|---------|-------------------------------|
| Received the appropriate services needed         | 225                          | 203<br>(90.22%)   | 22<br>(9.78%) | 0            | 0                    | 3.90    | Strongly Agree<br>(Delighted) |
| Timely response was given                        | 224                          | 207<br>(92.41%)   | 17<br>(7.59%) | 0            | 0                    | 3.92    | Strongly Agree<br>(Delighted) |
| The staff was well - informed                    | 223                          | 202<br>(90.58%)   | 21<br>(9.42%) | 0            | 0                    | 3.91    | Strongly Agree<br>(Delighted) |
| The staff was courteous and approachable         | 223                          | 211<br>(94.62%)   | 12<br>(5.38%) | 0            | 0                    | 3.95    | Strongly Agree<br>(Delighted) |
| The services rendered were just, honest and fair | 223                          | 206<br>(92.38%)   | 17<br>(7.62%) | 0            | 0                    | 3.92    | Strongly Agree<br>(Delighted) |
| The workplace was clean and organized            | 221                          | 197<br>(89.14%)   | 22<br>(9.95%) | 2<br>(1%)    | 0                    | 3.88    | Strongly Agree<br>(Delighted) |
| Over – all Average                               |                              |                   |               |              |                      | 3.91    | 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.<br>customer<br>who rated | Strongly<br>Agree | Agree          | Disagre<br>e | Strongly<br>Disagree | Average | Descriptive<br>Equivalent     |
|--|------------------------------|-------------------|----------------|--------------|----------------------|---------|-------------------------------|
| Received the appropriate services needed         | 150                          | 131<br>(87.33%)   | 19<br>(12.67%) | 0            | 0                    | 3.87    | Strongly Agree<br>(Delighted) |
| Timely response was given                        | 150                          | 127<br>(84.67%)   | 23<br>(15.33%) | 0            | 0                    | 3.85    | Strongly Agree<br>(Delighted) |
| The staff was well – informed                    | 148                          | 129<br>(87.16%)   | 19<br>(12.84%) | 0            | 0                    | 3.87    | Strongly Agree<br>(Delighted) |
| The staff was courteous and approachable         | 150                          | 134<br>(89.33%)   | 16<br>(10.67%) | 0            | 0                    | 3.89    | Strongly Agree<br>(Delighted) |
| The services rendered were just, honest and fair | 149                          | 131<br>(87.92%)   | 18<br>(12.08%) | 0            | 0                    | 3.88    | Strongly Agree<br>(Delighted) |
| The workplace was clean and organized            | 149                          | 123<br>(82.55%)   | 26<br>(17.45%) | 0            | 0                    | 3.83    | Strongly Agree<br>(Delighted) |
| Over – all Assessment                            | 150                          | 133<br>(88.67%)   | 17<br>(11.33%) | 0            | 0                    | 3.87    | Delighted                     |

### Internal Customer Satisfaction Survey

From July to September 2019, a total of 417 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. Most of the customers (99.04%) customers were satisfied with the services provided to them by the regional office and the provincial/city offices. This exceeded the target satisfaction rate of 87%. However, four (1%) of the customers were not satisfied with the services provided to them by 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                      | 110                    | 106                           | 96.37%                   |
| <i>RD/ ARD</i>                       | 50                     | 49                            | 98.00%                   |
| <i>Local Health Support Division</i> | 10                     | 9                             | 90.00%                   |
| <i>RLED</i>                          | 7                      | 7                             | 100%                     |
| <i>Management Support Division</i>   | 43                     | 42                            | 97.67%                   |
| Provincial DOH Offices               | 307                    | 307                           | 100%                     |
| <i>Apayao</i>                        | 64                     | 64                            | 100%                     |
| <i>Benguet</i>                       | 179                    | 179                           | 100%                     |
| <i>Ifugao</i>                        | 54                     | 54                            | 100%                     |
| <i>Kalinga</i>                       | 5                      | 5                             | 100%                     |
| <i>Mountain Province</i>             | 5                      | 5                             | 100%                     |
| <b>Total</b>                         | <b>417</b>             | <b>413</b>                    | <b>99.04</b>             |

### 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 that in the average, the customers strongly agree on the said criteria. However, one customer disagreed that he/she received the appropriate services needed. 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         | 105             | 99<br>(94.28%)  | 5<br>(4.76%) | 1<br>(0.95%) | 0                 | 3.93    | Strongly Agree<br>(Delighted) |
| Timely response was given                        | 106             | 101<br>(95.28%) | 5<br>(4.72%) | 0            | 0                 | 3.95    | Strongly Agree<br>(Delighted) |
| The staff was well - informed                    | 106             | 99<br>(93.40%)  | 7<br>(6.60%) | 0            | 0                 | 3.93    | Strongly Agree<br>(Delighted) |
| The staff was courteous and approachable         | 106             | 100<br>(94.34%) | 6<br>(5.66%) | 0            | 0                 | 3.94    | Strongly Agree<br>(Delighted) |
| The services rendered were just, honest and fair | 106             | 100<br>(94.34%) | 6<br>(5.66%) | 0            | 0                 | 3.94    | Strongly Agree<br>(Delighted) |
| The workplace was clean and organized            | 106             | 97<br>(91.51%)  | 9<br>(8.49%) | 0            | 0                 | 3.92    | Strongly Agree<br>(Delighted) |
| Over – all Average                               |                 |                 |              |              |                   | 3.94    | 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 which was also evident on the average scores 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**

|  | <b>No.<br/>customer<br/>who rated</b> | <b>Strongly<br/>Agree</b> | <b>Agree</b> | <b>Disagre<br/>e</b> | <b>Strongly<br/>Disagree</b> | <b>Average</b> | <b>Descriptive<br/>Equivalent</b> |
|--|---------------------------------------|---------------------------|--------------|----------------------|------------------------------|----------------|-----------------------------------|
| Received the appropriate services needed         | 306                                   | 278                       | 28           | 0                    | 0                            | 3.91           | Strongly Agree<br>(Delighted)     |
| Timely response was given                        | 306                                   | 267                       | 39           | 0                    | 0                            | 3.87           | Strongly Agree<br>(Delighted)     |
| The staff was well - informed                    | 304                                   | 271                       | 33           | 0                    | 0                            | 3.89           | Strongly Agree<br>(Delighted)     |
| The staff was courteous and approachable         | 306                                   | 280                       | 26           | 0                    | 0                            | 3.92           | Strongly Agree<br>(Delighted)     |
| The services rendered were just, honest and fair | 306                                   | 275                       | 31           | 0                    | 0                            | 3.90           | Strongly Agree<br>(Delighted)     |
| The workplace was clean and organized            | 306                                   | 265                       | 41           | 0                    | 0                            | 3.87           | Strongly Agree<br>(Delighted)     |
| Over – all Assessment                            | 306                                   | 278                       | 28           | 0                    | 0                            | 3.91           | 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 July to September 2019 who filled out the customer satisfaction survey form. All 85 customers (100%) were satisfied with the Kapihan conducted.

**Table 4. Summary of Ratings for Kapihan**

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

**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. Most of the customers ticked multiple commodities received from the Office. Most of the customers strongly agree on the criteria of timeliness, relevance and condition of the commodities given to them. Over – all, the 228 customers (100%) were satisfied with the commodities received from the DOH – CHD – CAR Office. The average responses of the customers (3.88) implies that they were delighted with the commodities received.

**Table 5. Summary of Ratings for Commodities**

**Type of commodity:**

Medicine =21, Medical supplies =12, Medical equipment =1, IEC =3, Printed material =3, others =1, multiple commodities= 55



| Criteria   | No. customer who rated the commodity | Strongly Agree  | Agree         | Disagree      | Strongly Disagree | Average | Descriptive Equivalent        |
|--|--------------------------------------|-----------------|---------------|---------------|-------------------|---------|-------------------------------|
| Timeliness: The commodities were received on timely manner                             | 228                                  | 209<br>(91.67%) | 19<br>(8.33%) | 0             | 0                 | 3.92    | Strongly Agree<br>(Delighted) |
| Relevance: The commodities provided was what you needed in your facility               | 228                                  | 210<br>(92.11%) | 17<br>(7.46%) | 1<br>(0.44%)  | 0                 | 3.92    | Strongly Agree<br>(Delighted) |
| Condition of the commodity:  |                                      |                 |               |               |                   |         |                               |
| a. The expiration date of the commodities received was beyond 6 months (for medicines) | 177                                  | 145<br>(81.92%) | 16<br>(9.04%) | 16<br>(9.04%) | 0                 | 3.72    | Strongly Agree<br>(Delighted) |
| b. The commodities were in good physical condition (functional/ installed)             | 227                                  | 205<br>(90.31%) | 22<br>(9.69%) | 0             | 0                 | 3.90    | Strongly Agree<br>(Delighted) |
| Over – all Assessment:   | 228                                  | 206<br>(90.35%) | 22<br>(9.65%) | 0             | 0                 | 3.88    | 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 third quarter of 2019. There was a total of 671 customers who rated the technical advisory and support services given by CHD – CAR and PDOHO personnel and all (100%) of them were satisfied of the services provided to them. Although most of the customers strongly agree on the criteria given below, there were 2 customers who disagreed on the timeliness of TA given to them. Over -all, the average assessment of 3.79 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: 13

Advisory services: 212

Others: 340

Provision of grants/ funds: 3

Resource person: 66

Multiple: 9

| 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  | 671                     | 541<br>(80.63%) | 130<br>(19.37%) | 0            | 0                 | 3.81    | Strongly Agree<br>(Delighted) |
| Quality of the Technical Assistance: the quality of TA provided is satisfactory (relevant, clear, easy to understand)                 | 670                     | 537<br>(80.15%) | 133<br>(19.85%) | 0            | 0                 | 3.80    | Strongly Agree<br>(Delighted) |
| Timeliness of the Technical Assistance: The TA provided is on or before the deadline/ indicated timeline/ occurred at a suitable time | 670                     | 521<br>(77.76%) | 147<br>(21.94%) | 2<br>(0.30%) | 0                 | 3.77    | Strongly Agree<br>(Delighted) |
| <b>Over – all Assessment</b>  | 671                     | 542<br>(80.77%) | 129<br>(19.23%) | 0            | 0                 | 3.79    | Delighted                     |

**Client Satisfaction Survey on HFEP**

Table 7 shows the summary of ratings for HFEP Equipment and infrastructure for the third quarter of 2019. 100% (19/19) of the customers were delighted with the services provided by HFEP (Equipment). Most of the customers strongly agree and agree of the criteria set although there is one customer who disagreed on the durability of the equipment received. The overall average of 3.61 for equipment 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                | 7                         | 5<br>(71.43%)  | 2<br>(28.57%) | 0            | 0                 | 3.71    | Agree<br>(Satisfied)          |
| Reliability (ability to perform its required functions)    | 19                        | 14<br>(73.68%) | 5<br>(26.32%) | 0            | 0                 | 3.74    | Strongly Agree<br>(Delighted) |
| Usability (ease to use, user – friendly)                   | 19                        | 13<br>(68.42%) | 6<br>(31.58%) | 0            | 0                 | 3.68    | Strongly Agree<br>(Delighted) |
| Maintainability (easy to maintain)                         | 19                        | 10<br>(52.63%) | 9<br>(47.37%) | 0            | 0                 | 3.53    | Strongly Agree<br>(Delighted) |
| Durability (ability to withstand wear, pressure or damage) | 19                        | 10<br>(52.63%) | 8<br>(42.11%) | 1<br>(5.26%) | 0                 | 3.47    | Agree<br>(Satisfied)          |
| Over – all Assessment                                      | 19                        | 13<br>(68.42%) | 6<br>(31.58%) | 0            | 0                 | 3.61    | 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 third quarter of 2019. There were 10 customers who rated the services of the dormitory and all of them rated the services as satisfactory. This rate exceeded the target satisfaction rate of 87%.

**Table 8. Summary of Ratings for Dormitory**

| Criteria                        | No. of customers who rated | Satisfied | Not Satisfied | % of satisfied Customer |
|---------------------------------|----------------------------|-----------|---------------|-------------------------|
| Reservation process/ check – in | 10                         | 10        | 0             | 100                     |
| Cleanliness of the dorm         | 10                         | 10        | 0             | 100                     |
| Utilities used                  | 10                         | 10        | 0             | 100                     |
| Friendliness of Staff           | 10                         | 10        | 0             | 100                     |
| <b>Over – all Assessment</b>    | <b>10</b>                  | <b>10</b> | <b>0</b>      | <b>100</b>              |

### Customer Satisfaction Survey for IEC Materials

Table 9 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the third quarter of 2019. 100% (6/6) 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**

| <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                | 6                            | 5. Posters   | 6                 |
| 2. Tarpaulins  | 6                            | 6. Brochures   | 6                 |
| 3. Flyers  | 6                            | 7. Audio Visual Presentations                        | 5                 |
| 4. Flipcharts  | 6                            | 8. Others:   |                   |
| <b>Over – all Assessment</b>                         | <b>Satisfied</b><br>6 (100%) | <b>Not Satisfied</b><br>0                            | <b>Total</b><br>6 |

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

Table 10 shows the summary of ratings of passengers for the third quarter of 2019. Most of the customers strongly agree on the criteria set on the survey form. This is also evident in the computed average of each of the criteria. Over – all, the 57 (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.  | 57                        | 55<br>(96.49%) | 2<br>(3.51%) | 0        | 0                 | 3.96    | Strongly Agree<br>(Delighted) |
| The driver was punctual. He honored the agreed – upon time of departure and followed the official itinerary of the travel.                            | 57                        | 55<br>(96.49%) | 2<br>(3.51%) | 0        | 0                 | 3.96    | Strongly Agree<br>(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 | 57                        | 54<br>(94.74%) | 3<br>(5.26%) | 0        | 0                 | 3.95    | Strongly Agree<br>(Delighted) |
| The vehicle was clean/ kept clean by the driver for the whole duration of the trip  | 56                        | 53<br>(94.64%) | 3<br>(5.36%) | 0        | 0                 | 3.95    | Strongly Agree<br>(Delighted) |
| At all times during the trip, the driver drives safely, within the speed limits, obey traffic rules and regulations, etc.                             | 57                        | 54<br>(94.74%) | 3<br>(5.26%) | 0        | 0                 | 3.95    | Strongly Agree<br>(Delighted) |
| The driver is neat and well – groomed while conducting you.   | 57                        | 57<br>(100%)   | 0            | 0        | 0                 | 4.00    | Strongly Agree<br>(Delighted) |
| Over – all Assessment   | 57                        | 56<br>(98.25%) | 1<br>(1.75%) | 0        | 0                 | 3.96    | Delighted                     |

### **Customer Satisfaction Survey for Training Evaluations**

Table 11 shows the summary of ratings for the trainings and workshops conducted for the third quarter of 2019. 100% (454/454) of the participants rated the training and workshops as satisfactory or better. This rate exceeded the target satisfaction rate of 87%. The over – all average of 3.59 implies that the customers rated the trainings attended as excellent.

**Table 11. Training Evaluations Customer Satisfaction Survey**

| Title of Training   | No. of customer | No. of satisfied customer | % of satisfied customer | Average |
|---|-----------------|---------------------------|-------------------------|---------|
| Provisional Accreditation for Physicians on the Assessment of Management of Drug Dependence | 22              | 22                        | 100                     | 3.56    |
| Basic Expanded Program on Immunization Course and Cold Chain Management Training            | 30              | 30                        | 100                     | 3.51    |
| GAD Strategic Planning Workshop   | 29              | 29                        | 100                     | 3.74    |
| Regional NBS PIR  | 52              | 52                        | 100                     | 3.15    |
| Training of Trainers on Healthy Young Ones for Frontline Service Providers                  | 27              | 27                        | 100                     | 3.69    |
| FPCBT 1   | 29              | 29                        | 100                     | 3.26    |
| FP DQC for Hospitals (Batch 1)  | 28              | 28                        | 100                     | 3.84    |
| FP DQC for Hospitals (Batch 2)  | 20              | 20                        | 100                     | 3.63    |
| Professional Oral Communication and Business Correspondence (Mt. Province)                  | 21              | 21                        | 100                     | 3.91    |
| Orientation of HRH (Mt. Province)   | 49              | 49                        | 100                     | 3.76    |
| Health Leadership and Management Program (Mt. Province)                                     | 13              | 13                        | 100                     | 3.81    |
| Besao BHLMP   | 41              | 41                        | 100                     | 3.40    |
| Natonin BHLMP   | 37              | 37                        | 100                     | 3.61    |

|              |            |            |            |                             |
|--------------|------------|------------|------------|-----------------------------|
| Sagada BHLMP | 56         | 56         | 100        | 3.41                        |
| <b>TOTAL</b> | <b>454</b> | <b>454</b> | <b>100</b> | <b>3.59<br/>(Excellent)</b> |

### 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 third quarter of 2019. 100% (311/311) of the participants rated the meeting/ advocacy activity as satisfactory or better. This exceeded the target satisfaction rating of 87%. Moreover, the average assessment of 3.68 implies that on the average, the customers rated the meeting and advocacy activities as excellent.

**Table 12. Meetings and Advocacy Activities Customer Satisfaction Survey**

| Title of Activity  | No. of customer | No. of satisfied customer | % of satisfied customer | Average |
|--|-----------------|---------------------------|-------------------------|---------|
| Rational Use of Medicines in Celebration of Generics Awareness Month (Benguet)           | 90              | 90                        | 100                     | 3.50    |
| Nutrition and Other Health Advocacy Forum (Kalinga)                                      | 57              | 57                        | 100                     | 3.53    |
| Oral Health Meeting (Mt. Province)   | 15              | 15                        | 100                     | 3.93    |
| Advocacy on Rational Use of Medicines and Community Based Rehab for BHW's (Mt. Province) | 33              | 33                        | 100                     | 3.62    |



|  |            |            |            |             |
|--|------------|------------|------------|-------------|
| Advocacy on Rational Use of Medicines and Community Based Rehab for BHW's (Mt. Province) | 39         | 39         | 100        | 3.54        |
| Advocacy on Rational Use of Medicines and Community Based Rehab for RHM's (Mt. Province) | 39         | 39         | 100        | 3.72        |
| HRH MEETING (SAGADA, SADANGA, TADIAN)  | 24         | 24         | 100        | 3.67        |
| HRH Meeting (Barlig)   | 7          | 7          | 100        | 3.95        |
| HRH MEETING (Sabangan, Bauko, Besao)   | 7          | 7          | 100        | 3.67        |
| <b>Total</b>   | <b>311</b> | <b>311</b> | <b>100</b> | <b>3.68</b> |

### Customer Satisfaction Survey for Monitoring of Health Facilities

Table 13 shows the summary of ratings for monitoring of health facilities for the third 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 43 (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   | 42                        | 41             | 1     | 0        | 0                 | 3.98    | Strongly Agree (Delighted) |
| The monitoring team was knowledgeable on the indicators and standards                   | 43                        | 42             | 1     | 0        | 0                 | 3.98    | Strongly Agree (Delighted) |
| The time allotted for the activity was sufficient to cover all the areas for monitoring | 43                        | 41             | 2     | 0        | 0                 | 3.95    | Strongly Agree (Delighted) |
| Questions/ concerns were approximately and correctly addressed                          | 43                        | 43             | 0     | 0        | 0                 | 4       | Strongly Agree (Delighted) |
| The monitoring results are just, honest and objective.                                  | 43                        | 43             | 0     | 0        | 0                 | 4       | Strongly Agree (Delighted) |
| Over – all Assessment   | 43                        | 0              | 0     | 0        | 0                 | 3.98    | Delighted                  |

As a whole, are you satisfied with the service provided/ received? Yes - 42

No – 0

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