

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
FOURTH 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, passengers and others.

FINDINGS:

From October to December 2016, there were a total of 2,048 clients who rated the different services of the DOH – CAR Office. Most of the clients were external clients from the regional office and the provincial DOH offices which constitutes to 40% of total followed by participants of trainings (22%). (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 fourth quarter of 2016 is high with a percentage of 99.32%. 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 14 dissatisfactions in 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	800	796	99.5
Internal	244	244	100
Kapihan	84	84	100
ICT	105	105	100
Training Evaluations	452	452	100
Technical Assistance and Support (Commodities)	109	108	99.1
Technical Assistance and Support (Others)	94	94	100
HFEP	79	71	89.87
Dormitory	22	21	95.45
IEC	8	8	100
Passenger	51	51	100
DOH – CAR over – all satisfaction rate	2048	2034	99.32

*Note: 14 dissatisfactions

External Client Satisfaction Survey

From October 1 to December 31, 2016 a total of 800 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao, 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 Regional/Assistant Regional Director's Office (36%). Almost all of the clients were satisfied by the service provided in the regional offices (99.16%) and the provincial/city offices (100%) with a total satisfaction rate of 99.5%. This exceeded the target satisfaction rate of 85%.

There were a total of 4 dissatisfaction in the regional office. (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	478	474 (99.16%)	4 (.84%)
Regional/ Assistant Regional Director's Office	169	167 (98.82%)	2 (1.18%)
Local Health Support Division	65	65 (100%)	0
Regulations, Licensing and Enforcement Division	118	116 (98.31%)	2 (1.69%)
Management Support Division	126	126 (100%)	0
Provincial DOH Offices	322	322 (100%)	0
Apayao PDOH Office	125	125 (100%)	0
Ifugao PDOH Office	51	51 (100%)	0

Kalinga PDOH Office	49	49 (100%)	0
Mt. Province PDOH Office	97	97 (100%)	0
Total	800	796	4
Over - all Satisfaction Rate	99.5%		

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 apply for license, accreditation, certification and registration. 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	409 (85.56%)	66 (13.81%)	2 (.42%)	1 (.21%)	0
Timely response was given	407 (85.1%)	67 (14.1%)	2 (.4%)	1 (.2%)	1 (.2%)
The staff was well - informed	404 (84.52%)	70 (14.64%)	3 (.63%)	1 (.21%)	0
The staff was courteous and approachable	425 (88.91%)	50 (10.46%)	1 (.21%)	1 (.21%)	1 (.21%)
The services rendered were just, honest and fair	413 (86.40%)	61 (12.76%)	1 (.21%)	1 (.21%)	2 (.42%)
The workplace was clean and organized	398 (83.26%)	74 (15.48%)	1 (.21%)	1 (.21%)	4 (.84%)

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	297 (83.90%)	53 (14.97%)	0	0	4 (1.13%)
Timely response was given	296 (83.62%)	54 (15.25%)	0	0	4 (1.13%)
The staff was well - informed	297 (83.90%)	52 (14.69%)	0	0	5 (1.41%)
The staff was courteous and approachable	293 (82.77%)	56 (15.82%)	0	0	5 (1.41%)

The services rendered were just, honest and fair	291 (82.2%)	59 (16.67%)	0	0	4 (1.13%)
The workplace was clean and organized	280 (79.1%)	69 (19.49%)	0	0	5 (1.41%)

Table 2c. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	44	128	172
Inquire/ request data or documents	65	54	119
Seek assistance	192	22	214
Interview/ research	35	13	48
Follow – up documents	18	9	27
Apply for license, accreditation, certification, registration	110	2	112
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	48	39	87
IEC Materials	0	0	0
Purpose not indicated	68	61	129

Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for October to December 2016. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 244 (122%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (50.82%) followed by very satisfied with (29.92%) and satisfied (19.26%) with the service provided to them. The over-all satisfaction rate for Internal CSS is 100%.

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

No. of ratings: 244

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied client	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	102 (51.26%)	57 (28.64%)	40 (20.10%)	0	0	199	199	100%
Local Health Support Division (LHSD)	4 (100%)	0	0	0	0	4	4	100%
Regulations, Licensing and Enforcement Division (RLED)	0	0	0	0	0	0	0	0%
Management Support Division (MSD)	11 (55%)	8 (40%)	1 (5%)	0	0	20	20	100%
Provincial DOH Office (PDOHO)	7 (33.33%)	8 (38.1%)	6 (28.57%)	0	0	21	21	100%
Total	124 (50.82%)	73 (29.92%)	47 (19.26%)	0	0	0	244	100%

Training Evaluations

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of October to December were rated as very satisfactory to excellent.

Of the 12 Capability Building Activities conducted for both internal and external clients, two (2) trainings were rated as Excellent, and ten (10) were likewise rated as very satisfactory.

This only means that the trainings conducted have met the target where 85% of participants rated the trainings as satisfactory or better. The participants also observed that the topics discussed were relevant and useful to their needs. The methodologies, expertise of the resource speakers, the preparation and the facilitation of the training have also contributed to the satisfactory to excellently conduct of the trainings.

Table 4. Summary of Findings for the Training Evaluation

No. of Trainings Conducted: 12

No. of Respondents: 452

Title of Trainings	Excellent	Very Satisfactory	Satisfactory	Poor	Total
Orientation on Active Ageing for Senior Citizen	142/187 75.94%	42/187 22.96%	3/187 1.6%		187
Training on rabies Exposure Management for Animal Bite Center Staff (batch 1)	4/14 28.57%	9/14 64.28%	1/14 7.14%		14
Training on rabies Exposure Management for Animal Bite Center Staff (batch 2)	7/19 36.84%	9/19 47.36%	3/19 15.78%		19
HLGP Training of Coaches	2/16 41.17%	14/16 82.35%			16
2017 WFP Planning Workshop cum Program Design Preparation	3/27 11.11%	21/27 77.77%	3/27 11.11%		27

Training on Rabies Exposure Management for Animal Bite Center Treatment Center Staff (batch 3)	7/14 50%	5/14 35.71%	2/14 14.28%		14
Training of Trainers on Care for Small Body	8/22 36.36%	14/22 63.63%			22
Workshop on Early Detection and Intervention of Drug Use Disorder	2/18 11.11%	14/18 77.77%	2/18 11.11%		18
Training on Mental Illness	6/27 22.22%	15/27 55.55%	6/27 22.22%		27
Training on Healthy Lifestyle for Dentists	7/24 29.16%	17/24 70.83%			24
GAD Mainstreaming	11/27 41%	14/27 52%	2/27 7%		27
Gender Sensitivity Training	13/57 21%	39/57 64%	5/57 8%		57
Over – all Satisfaction Rating	452/452 100%				

Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 84 participants that attended the Kapihan for the month of October to December 2016 who filled up the client satisfaction rating form. 100% (84) of the clients were satisfied with the Kapihan. Most of the clients were also satisfied with the content and topics discussed in the Kapihan except that there was 1 who was not satisfied with the resource materials provided to them.

Table 5. Summary of Findings for the Kapihan

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	84 (100%)			84

2. Topics discussed/ presented were relevant and timely	84 (100%)			84
3. Resource materials	83 (98.81%)	1 (1.19%)		84
B. Resource Person				
C. Over – All Assessment	84 (100%)			84

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 October to December 2016. There were a total of 105 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	105	100%
Satisfactory		
Fair		
Poor		
Total	105	
Over – all Satisfaction Rating	105	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. There was a 1 (.9%) dissatisfaction. The satisfaction rating for the fourth quarter was

99.1%, 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 =43, Medical supplies =15, Medical equipment =4, IEC =29, Printed materials =10, others =6			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	110	105 (95.45%)	2 (1.82%)
Relevance: Was the delivered item(s) what you need?	110	107 (97.28%)	1 (.9%)
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	110	19 (17.27%)	86 (78.18%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	110	106 (96.36%)	3 (2.73%)
Over – all Assessment	109	108 (99.1%)	1 (.9%)

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 fourth quarter of 2016. Most of the technical assistance provided was others (25) followed by resource person (15). It can be seen that 100% of the clients were satisfied with the TA provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

Table 8. Summary of Ratings for the Other Types of TA

Type of TA provided:

Resource person =15, Advisory services=2, provision of grants/funds =0, others =25

Criteria	No. customer who rated the commodity	Strongly agree	Agree	Disagree	Strongly disagree
Utility of the TA	97	61	36		
Quality of the TA	97	56	41		
Timeliness of the TA	97	50	47		
Over – all Assessment	94	94			
Over – all Satisfaction Rate	100%				

Client Satisfaction Survey on HFEP

Table 9 shows the summary of ratings for HFEP Equipment and infrastructure for the fourth quarter of 2016. There were 66 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. There was 7(10.61%) dissatisfaction on the over-all assessment. Over – all, the satisfaction rate was 89.39%.

Table 9b shows the summary of satisfaction rating of the clients for HFEP Infrastructure. There were 13 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 and good (38.46%). Most of the clients also rated safety, space, design and quality of materials of the HFEP infrastructure as very good and

good. There was a 1 dissatisfaction. Over – all, the satisfaction rate was 92.31%. The over-all satisfaction of HFEP (Equipment and Infrastructure) is 89.17%.

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

of respondents= 66

Criteria	No. customers	Excellent	Very Good	Good	Poor
Assistance/ needs provided as requested	62	7	31	18	6
Reliability	68	10	42	11	5
Usability	68	10	42	11	5
Maintainability	68	8	41	11	8
Durability	68	7	38	18	5
Over – all Assessment	66	7	42	10	7
Over – all Satisfaction Rate				89.39% (59/66)	

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

of respondents= 13

Criteria	No. customers	Excellent	Very Good	Good	Poor
Safety	15	2	8	4	1
Space	15	2	6	6	1
Design	15	2	7	7	2
Quality of Materials	15	2	3	9	1
Over – all Assessment	13	2	5	5	1
Over – all Satisfaction Rate				92.31% (12/13)	
Over – all Satisfaction for HFEP (Equipment and Infra)				89.87% (71/79)	

Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the fourth quarter of 2016. There was 1(4.55%) not satisfied in the dormitory (see details on table 13). It can be seen that 95.45% 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?	22	22	
How quick was the check – in/ reservation process?	22	22	
Was your room clean upon arrival?	22	22	
Over – all Satisfaction	22	21 (95.45%)	1 (4.55%)

Client Satisfaction Survey for IEC Materials

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

Over – all Assessment	Satisfied 8 (100%)	Not Satisfied	Total 8
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Client Satisfaction Survey for Passenger

Table 10 shows the summary of ratings Passenger for the fourth 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	51	51	0
Punctuality of the driver	51	51	0
Condition of the vehicle during the trip	51	51	0
Cleanliness of vehicle during the trip	51	51	0
Safe driving	51	51	0
Physical appearance of the driver	51	51	0
Over – all Satisfaction	51	51 (100%)	0

Appendices

External Client Satisfaction Survey (PDOH Office – Apayao)

There were a total of 125 clients that filled up the CSS form at PDOHO –Apayao. Most of the clients (35) 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 125 (100%) clients were satisfied by the services provided by the office.

Table 15a. Details of External Survey Ratings <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	137	11	0	0
Timely response was given	137	11	0	0
The staff was well – informed	135	13	0	0
The staff was courteous and approachable	125	22	0	0
The services rendered were just, honest and fair	131	17	0	0
The workplace was clean and organized	133	15	0	0
Over – all Customer Satisfaction	125		0	

Purpose of the Transaction/ Visit:

Submit reports of documents: 35

Inquire, request data, request documents: 5

Seek assistance: 2

Interview/ research: 12

Follow – up documents: 4

Apply: 1

Others: 16

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

There were a total of 51 clients that filled up the CSS form at PDOHO – Ifugao. The purposes of visit were to submit reports/documents, inquire, 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. Over – all, 51(100%) 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
Received the appropriate services needed	42	12	0	0
Timely response was given	43	11	0	0
The staff was well – informed	42	12	0	0
The staff was courteous and approachable	44	10	0	0
The services rendered were just, honest and fair	42	12	0	0
The workplace was clean and organized	40	14	0	0
Over – all Customer Satisfaction	51		0	

Purpose of the Transaction/ Visit:

Submit reports of documents: 17	Inquire, request data, request documents: 12	Seek assistance: 0
Interview/ research: 1	Follow – up documents: 2	Apply: 0
		Others: 14

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

There were a total of 49 clients that filled up the CSS form at PDOHO – Kalinga. Most of the clients (29) 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. Over – all, 49(100%) 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
Received the appropriate services needed	44	5	0	0
Timely response was given	45	4	0	0
The staff was well – informed	47	2	0	0
The staff was courteous and approachable	46	3	0	0
The services rendered were just, honest and fair	45	4	0	0
The workplace was clean and organized	46	3	0	0
Over – all Customer Satisfaction	49		0	

Purpose of the Transaction/ Visit:

Submit reports of documents: 10	Inquire, request data, request documents: 29	Seek assistance: 9
Interview/ research: 0	Follow – up documents: 0	Others: 0
	Apply: 1	

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

There were a total of 97 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 with a satisfaction rating of 100%.

Table 15e. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	74	25	0	0
Timely response was given	71	28	0	0
The staff was well – informed	73	25	0	0
The staff was courteous and approachable	78	21	0	0
The services rendered were just, honest and fair	73	26	0	0
The workplace was clean and organized	61	37	0	0
Over – all Customer Satisfaction	97		0	

Purpose of the Transaction/ Visit:

Submit reports of documents: 66	Inquire, request data, request documents: 8	Seek assistance: 11
Interview/ research: 0	Follow – up documents: 3	Others: 9