

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

**FINDINGS:**

From October to December, there were a total of 2,333 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants of trainings which constitutes to 41% of total followed by external clients from the regional office and provincial DOH offices (35%). (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), 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 fourth quarter of 2017 is high with a percentage of 99.79%. 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 5 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	827	824	3	99.64
Internal	73	71	2	97.26
Training Evaluations	957	957		100
Kapihan	88	88		100
ICT	133	133		100
Technical Assistance and Support (Commodities)	51	51		100
HFEP	75	75		100
Dormitory	31	31		100
IEC	34	34		100
Passenger	64	64		100
<b>DOH – CAR over – all satisfaction rate</b>	<b>2,333</b>	<b>2,328</b>	<b>5</b>	<b>99.79</b>

### External Client Satisfaction Survey

From October to December 2017 a total of 827 walk – in clients at DOH- CAR Office and Provincial/City DOH Offices – Apayao 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 Regulations, Licensing and Enforcement Division (41%). Almost all of the clients were satisfied by the service provided in the regional offices (99.78%) and the provincial/city offices (99.47%) with a total satisfaction rate of 99.64%. There were 3 dissatisfaction (see Table 12). 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	451	450 (99.78%)	1 (0.22%)
Regional/ Assistant Regional Director's Office	172	172 (100%)	0
Local Health Support Division	44	44 (100%)	0
Regulations, Licensing and Enforcement Division	187	187 (100%)	0
Management Support Division	48	47 (97.92%)	1 (2.08%)
Provincial DOH Offices	376	374 (99.47%)	2 (0.53%)
Apayao PDOH Office	250	249 (99.6%)	1 (0.4%)
Mt. Province PDOH Office	126	125 (99.21%)	1 (0.79%)
<b>Total</b>	<b>827</b>	<b>824</b>	<b>3</b>

			(0.36%)
<b>Over - all Satisfaction Rate</b>	<b>99.64%</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, and some clients did not rate some of the statements in the CSS.

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. 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>	384 (85.14%)	64 (14.19%)	0	1 (0.22%)	2 (0.44%)
<b>Timely response was given</b>	383 (84.92%)	65 (14.41%)	0	1 (0.22%)	2 (0.44%)
<b>The staff was well - informed</b>	387 (85.81%)	60 (13.30%)	2 (0.44%)	0	2 (0.44%)

<b>The staff was courteous and approachable</b>	409 (90.69%)	41 (9.09%)	0	0	1 (0.22%)
<b>The services rendered were just, honest and fair</b>	399 (88.47%)	50 (11.09%)	1 (0.22%)	0	1 (0.22%)
<b>The workplace was clean and organized</b>	380 (84.26%)	67 (14.86%)	1 (0.22%)	0	3 (0.67%)

**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>	351 (93.35%)	25 (6.65%)	0	0	0
<b>Timely response was given</b>	353 (93.88%)	23 (6.12%)	0	0	0
<b>The staff was well - informed</b>	358 (95.21%)	18 (4.79%)	0	0	0
<b>The staff was courteous and approachable</b>	360 (95.74%)	15 (3.99%)	0	0	1 (0.27%)
<b>The services rendered were just, honest and fair</b>	348 (92.55%)	26 (6.91%)	0	0	2 (0.53%)
<b>The workplace was clean and organized</b>	345 (91.76%)	29 (7.71%)	0	0	2 (0.53%)

**Table 2d. Purpose of Visit**

	<b>DOH Regional Office - CAR</b>	<b>Provincial DOH Offices</b>	<b>Total</b>
<b>Submit reports/ documents</b>	67	262	329
<b>Inquire/ request data or documents</b>	41	19	60
<b>Seek assistance</b>	176	13	189
<b>Interview/ research</b>	22	0	22
<b>Follow – up documents</b>	12	24	36
<b>Apply for license, accreditation, certification, registration</b>	163	1	164
<b>Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen</b>	48	59	107
<b>IEC Materials</b>	0	0	0
<b>Purpose not indicated</b>	62	5	67

### Internal Client Satisfaction Survey

Table 3 presents the summary findings of the internal client satisfaction survey per division for October to December 2017. The office has an approximate of 200 employees, permanent and job contractors. There were a total of 73 (36.5%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (68.49%) followed by very satisfied with (27.4%) and satisfied (1.37%) with the service provided to them. However there were 2 dissatisfaction (See Table 12 for details). The over-all satisfaction rate for Internal CSS is 97.26%.

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

**No. of ratings: 73**

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>	26 (68.42%)	11 (28.95%)	1 (2.63%)	0	0	38	38	<b>100%</b>
<b>Local Health Support Division (LHSD)</b>	1 (33.33%)	2 (66.67%)	0	0	0	3	3	<b>100%</b>
<b>Regulations, Licensing and Enforcement Division (RLED)</b>	5 (100%)	0	0	0	0	5	5	<b>100%</b>
<b>Management Support Division (MSD)</b>	18 (66.67%)	7 (25.93%)	0	2 (7.41%)	0	27	25	<b>92.59%</b>
<b>Total</b>	50 (68.49%)	20 (27.4%)	1 (1.37%)	2 (2.74%)	0	73	71	<b>97.26%</b>

## 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 satisfactory to excellent.

Of the 27 Capability Building Activities conducted for both internal and external clients, eleven (11) trainings were rated as excellent, and sixteen (16) 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. The high evaluation from the participants was a good conclusion 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. The over-all satisfaction of the training evaluation is 100%.

**Table 4. Summary of Findings for the Training Evaluation**

No. of Trainings Conducted: 27

No. of Respondents: 957

<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. 2018 WFP Workshop	October 3-4, 2017	45/45 100%				45
2. Infographics Training	October 5-6, 2017	10/18 55.56%	8/10 80%			18
3. Orientation on Active Ageing for SC	October 4-6, 2017	164/225 72.89%	51/225 22.67%	10/225 4.44%		225



4. Training on Community-Based Rehabilitation (Abra – Batch 1)	October 4-6, 2017	14/38 36.84%	23/38 60.53%	1/38 2.63%		38
5. Training on Community-Based Rehabilitation (Abra – Batch )	October 11-13, 2017	14/23 60.87%	8/23 34.79%	1/23 4.35%		23
6. Training on Diabetes Mellitus using Insulin	October 11-12, 2017	11/27 40.74%	15/27 55.56%	1/27 3.70%		27
7. Barangay Health Leadership and Governance Program of Selected PHN and NDPs	October 10-11, 2017	8/20 40%	10/20 50%	2/20 10%		20
8. Barangay Health Leadership and Governance Program of Selected PHN and NDPs	October 12-13, 2017	14/22 63.64%	7/22 31.82%	1/22 4.55%		22
9. Writeshop on Culture Awareness Manual for Selected RHU Staff, PHO and Hospital Staff in Mt. Province	October 18-19, 2017		33/33 100%			33
10. MSIP for Sexual and Reproductive Health	October 17-19, 2017	17/50 34%	31/50 62%	2/50 4%		50
11. MOP and Policy Writeshop for Hospitals and Infirmaries - RLED	October 16-18, 2017	8/53 15.09%	34/53 64.15%	11/53 20.75%		53
12. Water, Sanitation and Hygiene (WASH) Training - Tabuk	November 21-23, 2017	11/24 45.83%	13/24 54.17%			24

13. Training on the Early Detection and Identification of Mental Illness using the MHGAP Intervention	October 24-27, 2017	3/15 20%	12/15 80%			15
14. Culture Sensitivity Training for Abra	October 21-24, 2017	14/23 60.87%	9/23 39.13%			23
15. Kangaroo Mother Care Orientation Training - Apayao	October 25-26, 2017	7/25 28%	15/25 60%	3/25 12%		25
16. IMCI Follow-up Training Course	November 6-10, 2017	8/12 66.67%	3/12 25%	1/12 8.33%		12
17. Malaria Proficiency for Med. Tech Validators	November 6-10, 2017	4/6 66.67%	2/6 33.33%			6
18. Culture Sensitivity Training for Benguet	November 10-17, 2017	15/29 51.72%	14/29 48.28%			29
19. MHGAP Training (Apayao, Ifugao, MP, Baguio City)	November 8-10, 2017	6/30 20%	21/30 70%	3/30 10%		30
20. MHGAP Training – PHN (Abra, benguet, Kalinga, Baguio)	November 14-16, 2017	14/30 46.67%	14/30 46.67%	2/30 6.67%		30
21. Orientation on Rapid Diagnostic test for Malaria	November 16, 2017	5/17 29.41%	9/17 52.94%	3/17 17.65%		17

22. WASH Training-Tuguegarao	November 21-23, 2017	6/24 25%	18/24 75%			24
23. Consultative Writeshop for the Enhancement of Dengue Strategic Plan 2016-2022	November 20-23, 2017	12/31 38.71%	18/31 58.06%	1/31 3.23%		31
24. Psychological First Aid and Spiritual Retreat	December 4-6, 2017	38.88% 14/36	58.33% 21/36	2.77% 1/36		36
25. Orientation on the Mother - Baby Friendly Facility Initiative	December 11, 2017	3/14 21.42%	4/14 28.57%	7/14 50%		14
26. PIR/BUR	December 12-14, 2017	36/36 100%				36
27. Culture Sensitivity Training for all DOH-CAR Employees	December 19-21, 2017	9/51 21%	28/51 65%	14/51 14%		51
<b>Over – all Satisfaction Rating</b>	<b>957/957 100%</b>					

### Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 88 participants that attended the Kapihan for the month of October to December 2017 who filled up the client satisfaction rating form. There was 1 who was not satisfied with the resource materials given. 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	88 (100%)	0	0	88
2. Topics discussed/ presented were relevant and timely	88 (100%)	0	0	88
3. Resource materials	87 (98.86%)	1 (1.14%)	0	88
B. Resource Person				
C. Over – All Assessment	88 (100%)	0	0	88

### 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 2017. There were a total of 133 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	133	100%
Satisfactory		
Fair		
Poor		
Total		

<b>Over – all Satisfaction Rating</b>	<b>133</b>	<b>100%</b>
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### 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 11 (21.57%) clients who rated that the items delivered to them will expire in 6 months, and 1 client (1.96%) rated the commodity is not in good physical condition. However, the over-all satisfaction rating for the fourth quarter was 100%, which exceeded the target satisfaction rate of 87%.

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

<b>Type of commodity:</b> Medicine =27, Medical supplies =21, Medical equipment =16, IEC =31, Printed materials =5, others =5			
<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?	51	49 (96.08%)	2 (3.92%)
Relevance: Was the delivered item(s) what you need?	51	49 (96.08%)	0
Condition of the Items			
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	51	11 (21.57%)	38 (74.51%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	51	50 (98.04%)	1 (1.96%)
<b>Over – all Assessment</b>	51	51 (100%)	

### Client Satisfaction Survey on HFEP

Table 8a shows the summary of ratings for HFEP Equipment and infrastructure for the fourth 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 also 100% for infrastructure provided to them. The overall satisfaction rating 100% exceeded the target satisfaction rate of 87%.

**Table 8a. Summary of Ratings for HFEP**

Indicator	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Assistance/ needs provided as requested	42	42				
Over – all Satisfaction Rate				100%		

**Table 8b. Summary of Ratings for HFEP (Equipment)**

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	42	42				
Usability	42	42				
Maintainability	42	42				
Durability	42	42				
<b>Over – all Assessment</b>	42	42				
Over – all Satisfaction Rate				100% (42/42)		

**Table 8c. Summary of Ratings for HFEP (Infrastructure)**

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	33	33				
Space	33	33				
Design	33	33				
Quality of Materials	33	33				
<b>Over – all</b>	33	33				

<b>Assessment</b>						
Over – all Satisfaction Rate				100% (33/33)		
<b>Over – all Satisfaction for HFEP (Equipment and Infra)</b>				<b>100% (75/75)</b>		

### Client Satisfaction Survey for Dormitory

Table 9 shows the summary of ratings Dormitory for the fourth 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 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?	31	31	0
How quick was the check – in/ reservation process?	31	31	0
Was your room clean upon arrival?	31	31	0
Utilities used (e.g. linens, shower, etc)	31	31	0
<b>Over – all Satisfaction</b>	<b>31</b>	<b>31(100%)</b>	

### Client Satisfaction Survey for IEC Materials

Table 10 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the Fourth 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 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	15	5. Posters	22
2. Tarpaulins	17	6. Brochures	12
3. Flyers	21	7. Audio Visual Presentations	8
4. Flipcharts	9	8. Others	4
<b>Over – all Assessment</b>	<b>Satisfied</b> 34(100%)	<b>Not Satisfied</b>	<b>Total</b> 34

### **Client Satisfaction Survey for Passenger**

Table 11 shows the summary of ratings Passenger for the fourth quarter of 2017. It can be seen that 64 (100%) of the clients 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	64	64	
Punctuality of the driver	64	64	
Condition of the vehicle during the trip	64	64	
Cleanliness of vehicle during the trip	64	64	
Safe driving	64	64	
Physical appearance of the driver	64	64	
<b>Over – all Satisfaction</b>	<b>64</b>	<b>64</b> <b>(100%)</b>	



## Appendices

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

There were a total of 250 clients that filled up the CSS form at PDOHO –Apayao. Most of the clients (160) went to the office to submit reports of documents. Table 14a 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 249 (99.6%) clients were satisfied by the services provided by the office. There was a 1(0.4%) dissatisfaction.

<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	242	8		
Timely response was given	241	9		
The staff was well – informed	246	4		
The staff was courteous and approachable	247	3		
The services rendered were just, honest and fair	238	12		
The workplace was clean and organized	238	12		
Over – all Customer Satisfaction	249		1	

Purpose of the Transaction/ Visit:

Submit reports of documents: 160

Inquire, request data, request documents: 16    Seek assistance: 10

Interview/ research: 0

Follow – up documents: 22

Apply: 1

Others: 46

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

There were a total of 126 clients that filled up the CSS form at PDOHO – Mt. Province. Most of the clients went to the office to seek assistance. Table 14b 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 99.21%. There was a 1 dissatisfaction.

<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	109	17		
Timely response was given	112	14		
The staff was well – informed	112	14		
The staff was courteous and approachable	113	12		
The services rendered were just, honest and fair	110	14		
The workplace was clean and organized	107	17		
Over – all Customer Satisfaction	125		1	

Purpose of the Transaction/ Visit:

Submit reports of documents: 102	Inquire, request data, request documents: 3	Seek assistance: 3
Interview/ research: 0	Follow – up documents: 2	Apply: 0
		Others: 13