

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

FINDINGS:

From October to December, there were a total of 975 customers who rated the different services of the DOH – CAR Office. Most of the customers were external customers of the regional office and provincial/city DOH offices (63%) followed by internal customers of the regional office and provincial/city DOH offices (12%). (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, HFEP, 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

Type of Customer Satisfaction Survey	No. Customers	No. of Customers who rated Satisfactory or better	No. of Not Satisfied	Satisfaction Rate (%)
External	614	614		100
Internal	119	119		100
Kapihan	61	61		100
ICT	77	77		100
Technical Assistance and Support (Commodities)	22	22		100
Technical Assistance and Support (Others)	3	3		100
HFEP	4	4		100
Dormitory	6	6		100
IEC	8	8		100
Passengers of DOH-CAR Vehicles	61	61		100
DOH – CAR over – all satisfaction rate	975	975		100

External Customer Satisfaction Survey

From October to December 2018 a total of 614 walk – in customers at DOH- CAR Office and Provincial/City DOH Offices – (Apayao, 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 Regulations, Licensing and Enforcement Division (39%). 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

Division Providing Service	Total Customer	Satisfied	Not Satisfied
DOH Regional Office – CAR	448 (72.96%)	448 (100%)	0
Regional/ Assistant Regional Director's Office	82 (18.30%)	82 (100%)	0
Local Health Support Division	68 (15.18%)	68 (100%)	0
Regulations, Licensing and Enforcement Division	174 (38.84%)	174 (100%)	0
Management Support Division	124 (27.68%)	124 (100%)	0
Provincial DOH Offices	166 (27.04%)	166 (100%)	0
Apayao PDOH Office	94 (56.6%)	94 (100%)	0
Kalinga PDOH Office	61 (36.7%)	61 (100%)	0

Mt. Province PDOH Office	11 (6.6%)	11 (100%)	0
Total	614	614	0
Over - all Satisfaction Rate	100%		

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 was 1 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. Two (2) customers did not rate a statement being asked in the CSS.

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 not indicated.

Table 2b. Details of External Customer Survey Ratings

DOH – CAR Regional Office					
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	394 (87.95%)	53 (11.83%)	0	0	1 (0.22%)

Timely response was given	393 (87.72%)	55 (12.28%)	0	0	0
The staff was well - informed	399 (89.06%)	49 (10.94%)	0	0	0
The staff was courteous and approachable	411 (91.74%)	36 (8.04%)	0	0	1 (0.22%)
The services rendered were just, honest and fair	407 (90.85%)	41 (9.15%)	0	0	0
The workplace was clean and organized	395 (88.17%)	52 (11.61%)	0	1 (0.22%)	0

Table 2c. Details of External Customer Survey Ratings

Provincial DOH Offices

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Received the appropriate services needed	131 (78.92%)	35 (21.08%)	0	0	0
Timely response was given	128 (77.11%)	36 (21.69%)	0	0	2 (1.20%)
The staff was well - informed	76 (72.38%)	29 (27.62%)	0	0	0
The staff was courteous and approachable	136 (81.93%)	30 (18.07%)	0	0	0
The services rendered were just, honest and fair	132 (79.52%)	34 (20.48%)	0	0	0
The workplace was clean and organized	127 (76.51%)	39 (23.49%)	0	0	0

Table 2d. Purpose of Visit

	DOH Regional Office - CAR	Provincial DOH Offices	Total
Submit reports/ documents	70	20	90
Inquire/ request data or documents	43	12	55
Seek assistance	198	7	205
Interview/ research	13	10	23
Follow – up documents	12	3	15
Apply for license, accreditation, certification, registration	160	0	160
Others: attend meeting/ bidding, pick – up requested supplies, trainings, exams, validation, submit specimen	15	21	36
IEC Materials	0	0	0
Purpose not indicated	45	101	146

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 119 (60%) ratings collected based on the internal CSS.

Based on the collected internal CSS, most of the respondents were delighted (71.43%) followed by very satisfied with (26.05%) 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: 119

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Blank	Total	# of satisfied customer	Satisfaction Rate
Regional/ Assistant Regional Director's Office (RD/ARD)	23 (79.31%)	6 (20.69%)	0	0	0	29	29	100%
Local Health Support Division (LHSD)	12 (60%)	7 (35%)	1 (5%)	0	0	20	20	100%
Regulations, Licensing and Enforcement Division (RLED)	1 (50%)	1 (50%)	0	0	0	2	2	100%
Management Support Division (MSD)	48 (71.64%)	17 (25.37%)	2 (2.99%)	0	0	67	67	100%
Provincial DOH Office (PDOHO)	1 (100%)	0	0	0	0	1	1	100%
Total	85 (71.43%)	31 (26.05%)	3 (2.52%)	0	0	119	119	100%

Kapihan Customer Satisfaction Survey

Table 4 presents the summary findings for Kapihan. There were a total of 61 participants that attended the Kapihan for the month of October to December 2018 who filled up the customer satisfaction survey form. One (1) customer was 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 4. Summary of Ratings for Kapihan

	Satisfied	Not Satisfied	Blank	TOTAL
A. Content				
1. The objectives were clearly defined and met	60 (98.33%)		1 (1.67%)	61
2. Topics discussed/ presented were relevant and timely	61 (100%)	0	0	61
3. Resource materials	55 (86.67%)	1 (3.33%)	5 (10%)	61
B. Resource Person				
C. Over – All Assessment	61 (100%)	0	0	

Customer Satisfaction Survey for Information Communication Technology

Table 5 presents the satisfaction rating on the technical assistance for Information Communication Technology that was provided to the customers from October to December 2018. There were a total of 77 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 5. Summary of Rating for Information Communication Technology

Rating	Number	Percentage
Very Satisfactory	77	100%
Satisfactory		
Fair		
Poor		
Total		
Over – all Satisfaction Rating	77	100%

Customer Satisfaction Survey on Technical Advisory and Support (Commodities)

Table 6 presents the satisfaction rating for technical advisory and support, specifically for the commodities given by DOH-CAR office. The most rated commodities was medicine. There were 7 customers who rated that the items delivered to them will be expiring in 6 months. However, the over-all satisfaction rating for the fourth quarter was 100%, which exceeded the target satisfaction rate of 87%.

Table 6. Summary of Ratings for Commodities

Type of commodity:			
Medicine =15, Medical supplies =8, Medical equipment =5, IEC =6, Printed materials =4, others =2			
Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	22	22 (100%)	0
Relevance: Was the delivered item(s) what you need?	22	22 (100%)	0
Condition of the Items			

a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	22	7 (12.16%)	15 (87.84%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	22	22 (100%)	0
Over – all Assessment	22	22 (100%)	

Customer Satisfaction Survey on Technical Advisory and Support (Other Types of TA)

Table 7 shows the summary of ratings for technical advisory and support (other types of TA) for the fourth 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 7. Summary of Ratings for the Other Types of TA

Type of TA provided:

Resource person =0, Advisory services=1, network or coordination=0, provision of grants/funds =1, others =0, blank=1

Criteria	No. customer who rated the commodity	Satisfied	Not Satisfied
Utility of the TA	3	3 (100%)	
Quality of the TA	3	3 (100%)	

Timeliness of the TA	3	3 (100%)	
Over – all Assessment	3	3	
Over – all Satisfaction Rate	100%		

Client Satisfaction Survey on HFEP

Table 8a shows the summary of ratings for HFEP Equipment and infrastructure for the fourth quarter of 2018. It can be seen that 100% of the clients were satisfied with the assistance/ needs provided as requested. Meanwhile, 1 (one) customer disagree with the durability of the equipment given. However, 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	Strongly Agree	Agree	Disagree	Storngly Disagree
Assistance/ needs provided as requested	4	1	3		
Over – all Satisfaction Rate			100% (4/4)		

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

Criteria	No. customers	Strongly Agree	Agree	Disagree	Storngly Disagree
Reliability	2	1	1		
Usability	2	1	1		
Maintainability	2	1	1		
Durability	2	1		1	
Over-all Satisfaction Rate	100% (2/2)				

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

Criteria	No. customers	Strongly Agree	Agree	Disagree	Strongly Disagree
Safety	2		2		
Space	2		2		
Design	2		2		
Quality of Materials	2		2		
Over-all Satisfaction Rate			100% (2/2)		
Over – all Satisfaction for HFEP (Equipment and Infra)			100% (4/4)		

Customer Satisfaction Survey for Dormitory

Table 9 shows the summary of ratings on the services provided by the Dormitory for the fourth 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

Criteria	No. customers	Satisfied	Not Satisfied
How friendly was the staff?	6	6	0
How quick was the check – in/ reservation process?	6	6	0
Was your room clean upon arrival?	6	6	0
Utilities used (e.g. linens, shower, etc)	6	6	0
Over – all Satisfaction	6	6 (100%)	

Customer Satisfaction Survey for IEC Materials

Table 10 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the fourth 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

IEC Materials given to the Health Facilities:	Recipients	IEC Materials given to the Health Facilities:	Recipients
1. Cordillera Health Voice Newsletter	3	5. Posters	8
2. Tarpaulins	8	6. Brochures	8
3. Flyers	8	7. Audio Visual Presentations	8
4. Flipcharts	8	8. Others:	2
Over – all Assessment	Satisfied 8(100%)	Not Satisfied	Total 8

Customer Satisfaction Survey for Passengers of DOH-CAR Vehicles

Table 11 shows the summary of ratings of passengers for the fourth quarter of 2018. It can be seen that 61 (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

Criteria	No. customers who rated the form	Satisfied	Not Satisfied
Professional conduct of passengers (drivers)	61	61	
Punctuality of the driver	61	61	

Condition of the vehicle during the trip	61	61	
Cleanliness of vehicle during the trip	61	61	
Safe driving	61	61	
Physical appearance of the driver	61	61	
Over – all Satisfaction	61	61 (100%)	

Appendices

External Customer Satisfaction Survey (PDOH Office – Apayao)

There were a total of 94 customers that filled up the CSS form at PDOHO –Apayao. All of the customers (94) went to the office with purposes not indicated. Table 13a 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 94 (100%) customers were satisfied by the services provided by the office.

Table 13a. Details of External Survey Ratings <i>Provincial DOH Office – Apayao</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	69	25		
Timely response was given	63	29		
The staff was well – informed	68	26		
The staff was courteous and approachable	70	24		
The services rendered were just, honest and fair	69	25		
The workplace was clean and organized	65	29		
Over – all Customer Satisfaction	94			

Purpose of the Transaction/ Visit:

Submit reports of documents: 0

Interview/ research: 0

Inquire, request data, request documents: 0

Follow – up documents: 0

Apply: 0

Seek assistance: 0

Others: 0

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

There were a total of 61 customers that filled up the CSS form at PDOHO – Kalinga. Most of the customers went to the office to submit reports/documents. Table 13b 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%.

Table 13b. Details of External Survey Ratings Provincial DOH Office – Kalinga				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	55	6		
Timely response was given	57	4		
The staff was well – informed	-	-		
The staff was courteous and approachable	57	4		
The services rendered were just, honest and fair	56	5		
The workplace was clean and organized	53	8		
Over – all Customer Satisfaction	61			

CSS questionnaire doesn't have "The staff was well-informed" statement.

Purpose of the Transaction/ Visit:

Submit reports of documents: 19

Interview/ research: 10

Inquire, request data, request documents: 12

Follow – up documents: 3

Seek assistance: 5

Apply: 0

Others: 15

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

There were a total of 11 customers that filled up the CSS form at PDOHO – Mt. Province. Most of the customers went to the office with other purposes. Table 13c 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%.

Table 13c. Details of External Survey Ratings Provincial DOH Office – Mt. Province				
	Strongly Agree	Agree	Disagree	Strongly Disagree
Received the appropriate services needed	7	4		
Timely response was given	8	3		
The staff was well – informed	8	3		
The staff was courteous and approachable	9	2		
The services rendered were just, honest and fair	7	4		
The workplace was clean and organized	9	2		
Over – all Customer Satisfaction	11			

Purpose of the Transaction/ Visit:

Submit reports of documents: 1	Inquire, request data, request documents: 0	Seek assistance: 2
Interview/ research: 0	Follow – up documents: 0	Others: 6
	Apply: 0	