

**CUSTOMER SATISFACTION SURVEY
QUARTERLY CONSOLIDATION OF RESULTS
FOURTH 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 October to December 2019 there were a total of 2,549 customers who rated the different services of the DOH – CHD – CAR Office. Most (30%) of the customers were received Technical Assistance and Support (Other TA) followed by customers who attended meetings and advocacies (25%). (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, Passengers, Training Evaluations and Meetings and Advocacy Activities. The over – all rating of 99.96% surpassed the target satisfaction rate which is 87%. All customers (100%) from the different types of CSS except for External CSS were satisfied with the services they received from the Office.

Table 1. Summary of the Customer Satisfaction Survey

Type of Customer Satisfaction Survey	No. customer who rated	No. of Customers who rated Satisfactory or better	No. of Not Satisfied	Satisfaction Rate (%)
External	287	286	1	99.65
Internal	148	148	0	100
Kapihan	84	84	0	100
Technical Assistance and Support (Commodities)	253	253	0	100
Technical Assistance and Support (Others)	766	766	0	100
HFEP	16	16	0	100
Dormitory	6	6	0	100
Passengers of DOH-CAR Vehicles	14	14	0	100
Training Evaluations	334	334	0	100
Meetings and Advocacy Activities	641	641	0	100
DOH – CAR over – all satisfaction rate	2,549	2,548	1	99.96

External Customer Satisfaction Survey

From October to December 2019, a total of 287 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. In the regional office, 1 customer was not satisfied with the services provided to her. The over-all satisfaction of the regional office and the Provincial DOH Offices is 99.65% 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	252	251	99.60
<i>RD/ ARD</i>	63	63	100
<i>Local Health Support Division</i>	23	23	100
<i>RLED</i>	124	124	100
<i>Management Support Division</i>	42	41	97.62
Provincial DOH Offices	35	35	100
<i>Apayao</i>	27	27	100
<i>Benguet</i>	2	2	100
<i>Ifugao</i>	6	6	100
Total	287	286	99.65

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 customer who disagreed that they received

the appropriate services needed, the staff was courteous and approachable, the service rendered were just, honest and fair and the workplace was clean and organized. In the average, the customers were delighted with the services they had received from the Office as shown by the over – all mean of 3.94.

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

	No. customer who rated	Strongly Agree	Agree	Disagre e	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	250	233	16	1	0	3.93	Strongly Agree (Delighted)
Timely response was given	250	233	17	0	0	3.93	Strongly Agree (Delighted)
The staff was well - informed	250	228	22	0	0	3.91	Strongly Agree (Delighted)
The staff was courteous and approachable	250	236	13	1	0	3.94	Strongly Agree (Delighted)
The services rendered were just, honest and fair	249	232	16	1	0	3.93	Strongly Agree (Delighted)
The workplace was clean and organized	248	222	25	1	0	3.89	Strongly Agree (Delighted)
Over – all Average	250	236	14	0	0	3.94	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. In addition, the customers were delighted with the services provided to them by the DOH – Provincial DOH Offices as shown by the over – all mean of 4.

**Table 2c. Details of External Customer Survey Ratings
Provincial DOH Offices**

	No. customer who rated	Strongly Agree	Agree	Disagre e	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	35	35	0	0	0	4.00	Strongly Agree (Delighted)
Timely response was given	35	35	0	0	0	4.00	Strongly Agree (Delighted)
The staff was well – informed	35	35	0	0	0	4.00	Strongly Agree (Delighted)
The staff was courteous and approachable	35	35	0	0	0	4.00	Strongly Agree (Delighted)
The services rendered were just, honest and fair	35	34	1	0	0	3.96	Strongly Agree (Delighted)
The workplace was clean and organized	35	34	1	0	0	3.96	Strongly Agree (Delighted)
Over – all Assessment	35	35	0	0	0	4.00	Delighted

Internal Customer Satisfaction Survey

From October to December 2019, a total of 148 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. All 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%.

Table 3a. Summary of internal customer satisfaction survey rating

Office	No. customer who rated	Number of satisfied customers	% of satisfied customers
DOH – CHD – CAR	107	107	100
<i>RD/ ARD</i>	48	48	100
<i>Local Health Support Division</i>	8	8	100
<i>RLED</i>	0	0	-
<i>Management Support Division</i>	51	51	100
Provincial DOH Offices	41	41	100
<i>Apayao</i>	7	7	100
<i>Benguet</i>	17	17	100
<i>Ifugao</i>	17	17	100
Total	148	148	

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 computed average scores of the customers that they strongly agree on the said criteria. However, one customer disagreed that the workplace was clean and organized. Over – all, the customers were delighted with the services provided to them by the DOH – CHD – CAR Office as shown by the over-all mean.

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	106	99	7	0	0	3.93	Strongly Agree (Delighted)
Timely response was given	106	98	8	0	0	3.92	Strongly Agree (Delighted)
The staff was well - informed	105	98	8	0	0	3.92	Strongly Agree (Delighted)
The staff was courteous and approachable	106	99	7	0	0	3.93	Strongly Agree (Delighted)
The services rendered were just, honest and fair	106	99	7	0	0	3.93	Strongly Agree (Delighted)
The workplace was clean and organized	104	95	8	0	1	3.89	Strongly Agree (Delighted)
Over – all Average	106	99	7	0	0	3.93	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 computed average scores. 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**

	No. customer who rated	Strongly Agree	Agree	Disagre e	Strongly Disagree	Average	Descriptive Equivalent
Received the appropriate services needed	41	38	3	0	0	3.91	Strongly Agree (Delighted)
Timely response was given	41	37	4	0	0	3.88	Strongly Agree (Delighted)
The staff was well - informed	41	38	3	0	0	3.91	Strongly Agree (Delighted)
The staff was courteous and approachable	41	37	4	0	0	3.88	Strongly Agree (Delighted)
The services rendered were just, honest and fair	41	38	3	0	0	3.91	Strongly Agree (Delighted)
The workplace was clean and organized	41	36	5	0	0	3.85	Strongly Agree (Delighted)
Over – all Assessment	41	38	3	0	0	3.94	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 October to December 2019 who filled out the customer satisfaction survey form. All 84 customers (100%) were satisfied with the Kapihan conducted.

Table 4. Summary of Ratings for Kapihan

	Respondents		
	Satisfied	Not Satisfied	Total
A. Content			
1. The objectives were clearly defined and met	84	0	84
2. Topics discussed/ presented were relevant and timely	84	0	84
3. Resource materials	84	0	84
B. Resource Person	84	0	84
C. Over – All Assessment	84 (100%)	0	84

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 IEC materials 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 253 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 =53, Medical supplies =22, Medical equipment =0, IEC =58, Printed material =8, others =17, multiple commodities=7

Criteria	No. customer who rated the commodity	Strongly Agree	Agree	Disagree	Strongly Disagree	Average	Descriptive Equivalent
Timeliness: The commodities were received on timely manner	253	224	29	0	0	3.88	Strongly Agree (Delighted)
Relevance: The commodities provided was what you needed in your facility	253	230	23	0	0	3.90	Strongly Agree (Delighted)
Condition of the commodity:							
a. The expiration date of the commodities received was beyond 6 months (for medicines)	253	214	24	3	0	3.83	Strongly Agree (Delighted)
b. The commodities were in good physical condition (functional/ installed)	253	234	18	0	0	3.92	Strongly Agree (Delighted)
Over – all Assessment:	253	236	17	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 months of October to December 2019. There was a total of 766 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. Over -all, the average assessment of 3.88 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: 4

Advisory services: 40

Others: 207

Provision of grants/ funds: 11

Resource person: 291

Multiple: 113

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	766	393	148	0	0	3.73	Strongly Agree (Delighted)
Quality of the Technical Assistance: the quality of TA provided is satisfactory (relevant, clear, easy to understand)	766	345	196	0	0	3.87	Strongly Agree (Delighted)
Timeliness of the Technical Assistance: The TA provided is on or before the deadline/ indicated timeline/ occurred at a suitable time	766	332	208	0	0	3.86	Strongly Agree (Delighted)
Over – all Assessment	766	551	213	0	0	3.88	Delighted

Client Satisfaction Survey on HFEP

Table 7 shows the summary of ratings for HFEP Equipment and infrastructure for the fourth quarter of 2019. All the 16 customers were delighted with the services provided by HFEP (Equipment). Most of the customers strongly agree and agree of the criteria set. The overall average of 3.72 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	9	8	1	0	0	3.89	Agree (Satisfied)
Reliability (ability to perform its required functions)	16	14	2	0	0	3.88	Strongly Agree (Delighted)
Usability (ease to use, user – friendly)	16	14	2	0	0	3.88	Strongly Agree (Delighted)
Maintainability (easy to maintain)	16	10	6	0	0	3.63	Strongly Agree (Delighted)
Durability (ability to withstand wear, pressure or damage)	16	8	8	0	0	3.50	Agree (Satisfied)
Over – all Assessment	16	13	3	0	0	3.72	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	6	6	0	100
Cleanliness of the dorm	6	6	0	100
Utilities used	NA	-	-	-
Friendliness of Staff	5	5	0	100
Over – all Assessment	6	6	0	100

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

Table 10 shows the summary of ratings of passengers for the fourth 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 14 (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.	14	14	0	0	0	4	Strongly Agree (Delighted)
The driver was punctual. He honored the agreed – upon time of departure and followed the official itinerary of the travel.	14	14	0	0	0	4	Strongly Agree (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	14	14	0	0	0	4	Strongly Agree (Delighted)
The vehicle was clean/ kept clean by the driver for the whole duration of the trip	14	14	0	0	0	4	Strongly Agree (Delighted)
At all times during the trip, the driver drives safely, within the speed limits, obey traffic rules and regulations, etc.	14	14	0	0	0	4	Strongly Agree (Delighted)
The driver is neat and well – groomed while conducting you.	14	14	0	0	0	4	Strongly Agree (Delighted)
Over – all Assessment	14	14	0	0	0	4	Delighted

Customer Satisfaction Survey for Training Evaluations

Table 11 shows the summary of ratings for the trainings and workshops conducted for the fourth quarter of 2019. All the 334 participants rated the training and workshops as satisfactory or better. This rate exceeded the target satisfaction rate of 87%. The over – all average of 3.69 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
Bridging Leadership for District Hospitals, Benguet General Hospital and Provincial Health Office – Batch 1 (Benguet)	25	25	100	3.64
Bridging Leadership for District Hospitals, Benguet General Hospital and Provincial Health Office – Batch 2 (Benguet)	15	15	100	3.74
Bridging Leadership for District Hospitals, Benguet General Hospital and Provincial Health Office – Batch 3 (Benguet)	24	24	100	3.81
Bridging Leadership for District Hospitals, Benguet General Hospital and Provincial Health Office – Batch 4 (Benguet)	33	33	100	3.72
Orientation of Deployed Human Resource for Health on Various DOH-CHD-CAR Programs for Benguet Province (HRH Pre – Deployment Orientation)	57	57	100	3.30
Gender Analysis and Mainstreaming & Introduction to GAD Planning Workshop	20	20	100	3.76
GAD Strategic Agenda Setting, Planning and Budgeting Writeshop	29	29	100	3.74
Gender Stress Response Batch 1	38	38	100	3.70

Gender Sensitivity Training	53	53	100	3.80
Gender Sensitivity and SOGIE Training	25	25	100	3.77
Gender and Development Writeshop	15	15	100	3.56
TOTAL	334	334	100	3.69

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 fourth quarter of 2019. 100% (641/641) 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
HRH Meeting - October (Benguet)	25	25	100	3.31
HRH Meeting - November (Benguet)	13	13	100	3.50
HRH Meeting - December	13	13	100	3.99
Post – Deployment/ Year End PIR of DOH – HRH-Benguet	178	178	100	3.51

Orientation of Deployed Human Resources for Health on Various DOH-CHD-CAR Programs for the Province of Benguet	181	181	100	-
DOH-CHD-CAR general Assembly and Sintil Awards Night 2019	187	187	100	3.20
Management Support Division (MSD) Year – End Synergy 2019	44	44	100	-
TOTAL	641	641	100	3.50