

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
FIRST 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, UHC Caravan and others.

**FINDINGS:**

From January to March 2016, there were 4,401 clients who rated the different services of the DOH – CAR Office. Most of the clients were participants from the training conducted by the office which constitutes to 36% of the total clients followed by external clients from the regional office and the provincial DOH offices (26%). (Table 1)

Table 1 likewise 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, Passenger and UHC Caravan surpasses the target satisfaction rate which is 85%. It can also be seen that the over – all satisfaction rate of the office for the first quarter of 2016 is high with a percentage of 98.8%.

**Table 1. Over-all Satisfaction Rate**

Type of Client Satisfaction Survey	No. Clients	No. of Clients who were rated Satisfactory or better	Satisfaction Rate (%)
External	1,148 (26%)	1,106	96.34
Internal	136 (3%)	142	100
Kapihan	83 (2%)	83	100
ICT	149 (3%)	149	100
Training Evaluations	1586 (36%)	1586	100
Technical Assistance and Support (Commodities)	162 (4%)	150	92.6
Technical Assistance and Support (Others)	183 (4%)	182	99
HFEP	114 (3%)	113	99
Dormitory	44 (1%)	44	100
IEC	9 (0%)	9	100
Passenger	48 (1%)	48	100
UHC Caravan	739 (17%)	738	99.86
<b>DOH – CAR over – all satisfaction rate</b>	<b>4401</b>	<b>4350</b>	<b>98.8</b>

### External Client Satisfaction Survey

From January 1, 2016 to March 31, 2016 a total of 1,148 walk – in clients at DOH-CAR Office, Provincial DOH Office – Kalinga, Benguet, Apayao, Ifugao and Mountain Province filled out the Client Satisfaction Survey (CSS) forms in the drop box. Most of the respondents sought the services of Ifugao Provincial DOH Office (22%) followed by Local Health Support Division (16%). Almost all of the respondents (96.34%) were satisfied with the services received from DOH – CAR Office. This surpasses the target satisfaction rate of 85%.

**Table 2a. External Satisfaction Rating per Division**

<b>Division Providing Service</b>	<b>Total Customer</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Regional/ Assistant Regional Director's Office	146 (13%)	146 (100%)	0
Local Health Support Division	182 (16%)	178 (98%)	4 (2%)
Regulations, Licensing and Enforcement Division	109 (10%)	108 (99%)	1 (1%)
Management Support Division	160 (14%)	160 (100%)	0
Kalinga PDOH Office	61 (5%)	61 (100%)	0
Benguet PDOH Office	26 (2%)	26 (100%)	0
Apayao PDOH Office	146 (13%)	142 (97%)	0
Ifugao PDHO Office	257 (22%)	230 (89.5%)	0
Mountain Province PDOH Office	61 (5%)	55 (90%)	0
<b>Total</b>	<b>1148 (100%)</b>	<b>1106 (96.34%)</b>	<b>5 (.44%)</b>

<b>Over - all Satisfaction Rate</b>	<b>96.34%</b>
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### Details of Survey Rating

Table 2b presents the details of the survey rating. The table reveals that most of the respondents agree and strongly agree with the following statements regarding their satisfaction to the services they had received.

<b>Table 2b. Details of External Survey Ratings DOH – CAR Office</b>					
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Answer</b>
<b>Received the appropriate services needed</b>	954 (83.10%)	187 (16.29%)	3 (.26%)	0	4 (.35%)
<b>Timely response was given</b>	962 (83.8%)	180 (15.68%)	2 (.17%)	1 (.09%)	3 (.26%)
<b>The staff was well - informed</b>	953 (83.01%)	187 (16.29%)	4 (.35%)	0	4 (.35%)
<b>The staff was courteous and approachable</b>	984 (85.71%)	159 (13.85%)	0	0	5 (.44%)
<b>The services rendered were just, honest and fair</b>	986 (85.89%)	155 (13.5%)	2 (.17%)	0	5 (.44%)
<b>The workplace was clean and organized</b>	941 (81.97%)	204 (17.77%)	0	0	3 (.26%)

### Internal Client Satisfaction Survey

Table 3 presents the Summary findings of the internal client satisfaction survey per division. It can be seen that the office had surpassed the target satisfaction rate of 85% by obtaining a satisfaction rate of 100%. All of the division had achieved a rating higher than the target satisfaction Moreover, most of the respondents (50%) were very satisfied with the service they had received from the service providers.

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

**No. of raters:136 ; No. of ratings: 142**

<b>Division Providing Service</b>	<b>Delighted</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Not Satisfied</b>	<b>Total</b>	<b># of satisfied client</b>	<b>Satisfaction Rate</b>
<b>Regional/ Assistant Regional Director's Office</b>	23 (53%)	18 (42%)	2 (5%)	0	43	43	<b>100%</b>
<b>Local Health Support Division</b>	13 (46%)	12 (43%)	3 (11%)	0	28	28	<b>100%</b>
<b>Regulations, Licensing and Enforcement Division</b>	2 (22%)	5 (56%)	2 (22%)	0	9	9	<b>100%</b>
<b>Management Support Division</b>	15 (24%)	36 (58%)	11 (18%)	0	62	62	<b>100%</b>
<b>Total</b>	53 (37%)	71 (50%)	18 (13%)	0	142	142	<b>100%</b>

## Training Evaluations

Based from the consolidated evaluation reports of the different training coordinators, majority of the activities conducted from the month of January to March were rated as Satisfactory to Excellent.

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

No. of Trainings Conducted: 27

No. of Respondents: 1586

Title of Trainings	Poor	Satisfactory	Very Satisfactory	Excellent	Total
Pre-Deployment Orientation for TB Case Finders and NTP Driver		2	9	14	25
TB-HIV Regional Strategic Planning		2	6	3	11
Research Agenda Setting and Capsule Proposal Writeshop		6	10	1	17
Regional Orientation Workshop and Roll-out Orientation for Provinces on the OPV Switch			15	28	43
HIV Laboratory and Blood Bank Surveillance (HIV Labs) Updates and Orientation		1	13	14	28
DOH-CAR HRH Pre-Deployment Orientation					
a. Abra 1 <sup>st</sup> Batch		55	138	72	265
b. Abra 2 <sup>nd</sup> Batch					
c. Apayao		10	37	13	60
d. Benguet 1 <sup>st</sup> Batch		10	111	53	174

e. Benguet 2 <sup>nd</sup> Batch					
f. Ifugao		70	23	3	96
g. Kalinga		22	47	9	78
h. Mt. Province		28	43	10	81
NTP Data Validation and Reconciliation for CAR Provines		16	52	26	94
National Leprosy Control Program Manual of Procedure Training		3	17	12	32
Laboratory Referral and Handling		2	24	11	37
Orientation on the Management of Common Metabolic Disorders in CAR		1	10	28	39
Malaria Stratification Meeting and Program Review			9	7	16
Training on Newborn Screening (NBS) Program for Health Workers			6	23	29
Regional rabies Prevention and Control Program Meeting		3	24	7	34
Field Health Services Information System		36	46	15	97
Training on the Management of Tuberculosis in Children		4	22	17	43
Conduct of Basic Epidemiology Training		7	29	19	55
Expanded NBS orientation for Midwives			24	22	46
RMNDR		6	40	4	50
Volunteer Youth Leaders for Health and New Volunteers		2	15	15	32

Over – all Satisfaction Rating					1586 (100%)	
Emergency Response Team		9	22	29	60	
Training on HIV Counselling and Testing for Health facilities in CAR, RO1 and RO2		7	16	9	32	
Regional Dengue Program Implementation Review		1	7	4	12	
Total		275	772	458	1586	

#### Kapihan

Table 5 presents the summary of findings for Kapihan. There were a total of 83 participants that attended the Kapihan for the month of January to March 2016 who filled up the client satisfaction rating form. All of those who rated were satisfied with the Kapihan conducted for the quarter. This exceeded the target satisfaction rate of 85%.

**Table 5. Summary of Findings for the Kapihan**

A. Content	Satisfied	Not Satisfied	TOTAL
	78 (94%)	0	78(94%)
1. The objectives were clearly defined and met	78 (94%)	0	78(94%)
2. Topics discussed/ presented were relevant and timely	80 (96%)	0	80 (96%)
3. Resource materials	78 (94%)	0	74 (94%)
B. Resource Person			
C. Over – All Assessment*	83 (100%)	0	83 (100%)



### 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 January to March 2016. There were a total of 149 clients 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	149	100%
Satisfactory	0	0
Fair	0	0
Poor	0	0
Total	0	0
<b>Over – all Satisfaction Rating</b>	<b>149</b>	<b>100%</b>

### 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. The satisfaction rating for the first quarter of 92.6% 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**

Criteria	No. customer who rated the commodity	Yes	No
Timeliness: Were the item(s) received on time?	162	148 (91.36%)	12 (7.41%)
Relevance: Was the delivered	162	152 (93.83%)	7 (4.32%)

item(s) what you need?			
Condition of the Items	162		
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	162	64 (39.51%)	86(53.09%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	162	156 (96.3%)	5(3.1%)
<b>Over – all Assessment</b>	<b>162</b>	<b>150(92.6%)</b>	<b>5(3.1%)</b>

#### 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 first quarter 2016. It can be seen that 99% 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**

Criteria	No. customer who rated the commodity	Yes	No
Utility of the TA	183	182 (99%)	1 (1%)
Quality of the TA	183	181 (99%)	2 (1%)
Timeliness of the TA	183	180 (98.36%)	2 (1.09%)
<b>Over – all Assessment</b>	<b>183</b>	<b>182 (99%)</b>	<b>1 (1%)</b>

### Client Satisfaction Survey on HFEP

Table 9 shows the summary of ratings for HFEP Equipment and infrastructure for the fourth quarter of 2015. It can be seen that 98% of the clients were satisfied with the equipment and 100% for infrastructure provided to them by DOH CAR Office. The overall satisfaction rating (99%) exceeded the target satisfaction rate of 85%.

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

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	47	7	26	14	0	0
Usability	51	8	25	18	0	0
Maintainability	49	3	26	19	0	1
Durability	48	7	16	24	0	1
<b>Over – all Assessment</b>	57	2	30	24	0	1
Over – all Satisfaction Rate				56/57 (98%)		

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

Criteria	No. customers	Excellent	Very Good	Good	Satisfactory	Poor
Safety	35	8	17	10	0	0
Space	34	5	18	11	0	0
Design	33	3	12	18	0	0
Quality of Materials	31	5	11	15	0	0
<b>Over – all Assessment</b>	57	3	25	29	0	0
Over – all Satisfaction Rate				57/57		

	(100%)
<b>Over – all Satisfaction for HFEP (Equipment and Infra)</b>	<b>113/114</b> <b>(99%)</b>

### Client Satisfaction Survey for Dormitory

Table 10 shows the summary of ratings Dormitory for the first quarter of 2016. It can be seen that 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 85%.

**Table 10. Summary of Ratings for Dormitory**

<b>Criteria</b>	<b>No. customers</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
How friendly was the staff?	44	44 (100%)	0
How quick was the check – in/ reservation process?	44	44 (100%)	0
Was your room clean upon arrival?	44	44 (100%)	0
<b>Over – all Satisfaction</b>	<b>44</b>	<b>44</b> <b>(100%)</b>	<b>0</b>

### Client Satisfaction Survey for IEC Materials

Table 11 shows the summary of ratings for Information, Education and Communication (IEC) Materials for the first 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**

<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	7	5. Posters	8
2. Tarpaulins	9	6. Brochures	9
3. Flyers	6	7. Audio Visual Presentations	2
4. Flipcharts	9	8. Others	0
<b>Over – all Assessment</b>	<b>Satisfied 9 (100%)</b>	<b>Not Satisfied 0</b>	<b>Total 9 (100%)</b>

**Client Satisfactory Survey for Passenger**

Table 12 shows the summary of ratings for Passenger for the first quarter of 2016. It can be seen that 100% of the clients were satisfied with services??? provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

**Table 12. Summary of Ratings for Passenger**

<b>Criteria</b>	<b>No. of Customer</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Professional conduct of passengers	48	48 (100%)	0
Punctuality of the driver	48	48 (100%)	0
Cleanliness of the vehicle during the trip	48	48 (100%)	0
Safe driving (driver drove safely, w/in speed limits, obey traffic rules, etc.)	48	48 (100%)	0
Physical appearance of driver			
<b>Over-all Satisfaction</b>	<b>48</b>	<b>48 (100%)</b>	<b>0</b>

### Client Satisfaction Survey for UHC Caravan

Table 13 shows the summary of ratings for UHC Caravan for the first quarter of 2016. It can be seen that 99.86% of the clients were satisfied with the services???? provided to them by DOH CAR Office. This rate exceeded the target satisfaction rate of 85%.

**Table 13. Summary of Ratings for Universal Health Care (UHC) Caravan**

Category	No. of Clients	Strongly Agree	Agree	Disagree	Strongly Disagree
I am happy with the service/s I received	739	637 (86.2%)	98 (13.26%)	4 (.54%)	
I found the staff and facilitators to be friendly and attentive to my needs	739	651 (88.09%)	87 (11.77%)	1 (.14%)	
I was attended to by competent service providers	739	648 (87.7%)	88 (11.9%)	3 (.4%)	
I am very satisfied with the kits/goods/information and Education materials that I received	739	630 (85.3%)	104 (14.1%)	3 (.4%)	1 (.1%)
<b>Over-all Satisfaction</b>	<b>Satisfied</b>	<b>Unsatisfied</b>	<b>Total</b>		
	<b>738</b>	<b>1</b>	<b>739</b>		

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	(99.86%)	(.14%)	
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