

**CUSTOMER SATISFACTION SURVEY  
QUARTERLY CONSOLIDATION OF RESULTS  
FOURTH QUARTER 2015**

**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 and others.

**FINDINGS:**

From October to December 2015, there were 2,460 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 44% of the total clients followed by the participants from the training conducted by the office (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), TA (others), HFEP, dormitory and IEC materials 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 2015 is high with a percentage of 99.76%.

**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	1,076	1,075	99.91
Internal	60	60	100
Kapihan	77	77	100
ICT	93	93	100
Training Evaluations	864	864	100
Technical Assistance and Support (Commodities)	60	60	100
Technical Assistance and Support (Others)	114	113	99.12
HFEP	34	32	94.12
Dormitory	62	62	100
IEC	20	18	90
<b>DOH – CAR over – all satisfaction rate</b>	<b>2,460</b>	<b>2,454</b>	<b>99.76</b>

### External Client Satisfaction Survey

From October 1, 2015 to December 31, 2015 a total of 1,076 walk – in clients at DOH- CAR Office, Provincial DOH Office – Kalinga, Benguet and Apayao filled out the Client Satisfaction Survey (CSS) forms in the drop box. Most of the respondents sought the services of the Ifugao Provincial DOH Office (25%) followed by Regulations, Licensing and Enforcement Division (20%). Almost all of the respondents (99.91%) 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	114 (11%)	114 (100%)	0
Local Health Support Division	104 (10%)	103 (99%)	1 (1%)
Regulations, Licensing and Enforcement Division	218 (20%)	218 (100%)	0
Management Support Division	191 (18%)	191 (100%)	0
Kalinga PDOH Office	96 (9%)	96 (100%)	0
Benguet PDOH Office	14 (1%)	14 (100%)	0
Apayao PDOH Office	74 (7%)	74 (100%)	0
Ifugao PDHO Office	265 (25%)	265 (100%)	0
<b>Total</b>	<b>1,076 (100%)</b>	<b>1,075 (99.91%)</b>	<b>1 (0.09%)</b>
<b>Over - all Satisfaction Rate</b>		<b>99.91%</b>	

### 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>	883 (82%)	192 (18%)	1	0	0
<b>Timely response was given</b>	897 (83%)	176 (17%)	1	0	2
<b>The staff was well - informed</b>	870 (81%)	198 (18%)	5 (1%)	0	3
<b>The staff was courteous and approachable</b>	919 (85%)	154 (14%)	1	0	2
<b>The services rendered were just, honest and fair</b>	897 (83%)	176 (17%)	1	0	2
<b>The workplace was clean and organized</b>	881 (82%)	194 (18%)	1	0	0

### 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 (80%) were delighted with the service they had received from the service providers.

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

**No. of raters: 26 ; No. of ratings: 60**

Division Providing Service	Delighted	Very Satisfied	Satisfied	Not Satisfied	Total	# of satisfied client	Satisfaction Rate
<b>Regional/ Assistant Regional Director's Office</b>	6 (75%)	2 (25%)	0	0	8	8	<b>100%</b>
<b>Local Health Support Division</b>	9 (75%)	1 (8%)	2 (17%)	0	12	12	<b>100%</b>
<b>Regulations, Licensing and Enforcement Division</b>	3 (60%)	2 (40%)	0	0	5	5	<b>100%</b>
<b>Management Support Division</b>	30 (86%)	3 (9%)	2 (6%)	0	35	35	<b>100%</b>
<b>Total</b>	48 (80%)	8 (13%)	4 (7%)	0	60	60	<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 October to December were rated as Satisfactory to excellent.

Of the 18 Capability Building Activities conducted for both internal and external clients, one training was majority rated as Satisfactory, nine (9) trainings were rated as Very Satisfactory and Eight (8) were likewise rated as excellent.

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

No. of Trainings Conducted: 18

No. of Respondents: 1,250

<b>Title of Trainings</b>	<b>Poor</b>	<b>Satisfactory</b>	<b>Very Satisfactory</b>	<b>Excellent</b>	<b>Total</b>
Orientation on Hig-5, Basic Epidemiology Training and Interpersonal Communication and Counselling Skills Enhancement Training for DOH-CAR HRH (Batch 3)		24	82	18	124
STI-HIV TWG Planning Workshop				13	13
Integrated Microscopy Training		1	4	9	14
Regional Consultative Workshop on Informed Choice and Voluntarism and Policy Dissemination		2	22	6	30
Orientation on High-5, Basic Epidemiology Training and Interpersonal Communication and Counselling Skills Enhancement Training for DOH-CAR HRH (Batch 4)		15	56	80	151
Training for Health Professionals involved in the Care of Communities with small-scale mining industry			9	12	21
Barangay Health Workers Orientation on ENBS/NBS in Ifugao		7	20	45	72
Reorganization of DOH-CAR Fire Brigade Training		4	23	16	27
Live-in Training on Remote Smearing Station- Informal Laboratory Workers on Standard Sputum			9	1	10

Smear Preparation					
Training on Interpersonal Communication and Counselling and on Tama, Sigurado, Sapat at Makabuluhang Information System (IPCC-TSiSMIS)		14	11	4	29
Lactation Management Training for Frontline Health Service Providers		5	15	5	25
HIV Proficiency Training for Medical Technologist			4	21	25
Training on Newborn Screening for Health Workers		5	13	11	29
Teen Mom's Congress		9	51	84	144
Semi-Annual Hospital Manager's Consultative Meeting		2	22	8	32
Regional Orientation of Partners on Harmonized Drug Administration for Selected Neglected Tropical Diseases		2	7	12	21
Basic Tobacco Intervention Skills Training			14	10	24
DOH-CAR 2015 PIR and Cascading of Office Performance Contract		12	38	7	57
Total		102	400	362	864
Over – all Satisfaction Rating	864 (100%)				

### Kapihan

Table 5 presents the summary findings for Kapihan. There were a total of 77 participants that attended the Kapihan for the month of October to December 2015 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
	1. The objectives were clearly defined and met	76 (99%)	1 (1%)	77(100%)
	2. Topics discussed/ presented were relevant and timely	77 (100%)	0	77 (100%)
	3. Resource materials	72 (97%)	2 (3%)	74 (100%)
B. Resource Person				
C. Over – All Assessment*		77 (100%)	0	77 (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 October to December 2015. There were a total of 93 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	93	100%
Satisfactory	0	0
Fair	0	0
Poor	0	0
Total	0	0
<b>Over – all Satisfaction Rating</b>		
	93	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. The satisfaction rating for the fourth quarter of 100% 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?	59	59 (100%)	2 (3%)
Relevance: Was the delivered item(s) what you need?	60	60 (100%)	2 (3%)
Condition of the Items	60		
a. Expiration date: Is the item(s)/ commodity (ies) expiring in 6 mos?	58	15 (26%)	43(74%)
b. Physical Condition: Is the item(s)/ commodity (ies) in good physical condition?	60	60 (100%)	0
Over – all Assessment	60	60 (100%)	0

Table 8 shows the summary of ratings for technical advisory and support (other types of TA) for the fourth quarter of 2015. 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**

Criteria	No. customer who rated the commodity	Yes	No
Utility of the TA	114	114 (100%)	0
Quality of the TA	114	111 (97%)	3 (3%)
Timeliness of the TA	114	106 (93%)	6 (7%)
<b>Over – all Assessment</b>	114	113 (99%)	1 (1%)

**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 93.75% of the clients were satisfied with the equipment and 94.44% for infrastructure provided to them by DOH CAR Office. The overall satisfaction rating (94.12%) 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	21	9	7	4	0	1
Usability	21	8	8	4	0	1
Maintainability	21	5	11	4	0	1
Durability	22	4	10	4	2	2
<b>Over – all Assessment</b>	16	3	8	4	0	1
Over – all Satisfaction Rate				15/16 93.75%		

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

<b>Criteria</b>	<b>No. customers</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
Safety	18	5	8	3	0	2
Space	17	6	7	2	1	2
Design	18	4	8	2	2	2
Quality of Materials	17	3	5	4	2	3
<b>Over – all Assessment</b>	18	3	7	5	2	1
Over – all Satisfaction Rate				17/18 94.44%		
<b>Over – all Satisfaction for HFEP (Equipment and Infra)</b>				<b>32/34</b> <b>94.12%</b>		

**Client Satisfaction Survey for Dormitory**

Table 10 shows the summary of ratings Dormitory for the fourth quarter of 2015. 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?	62	62 (100%)	0
How quick was the check – in/ reservation process?	62	62 (100%)	0
Was your room clean upon arrival?	62	62 (100%)	0
<b>Over – all Satisfaction</b>	<b>62</b>	<b>62</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 fourth quarter of 2015. It can be seen that 90% 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	13
2. Tarpaulins	18	6. Brochures	11
3. Flyers	12	7. Audio Visual Presentations	5
4. Flipcharts	16	8. Others	2
<b>Over – all Assessment</b>	<b>Satisfied</b> 18 (90%)	<b>Not Satisfied</b> 2 (10%)	<b>Total</b> 20 (100%)