



SOUTHERN LUZON STATE UNIVERSITY

Client Satisfaction Measurement Report

2023 (1st Edition)



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CUSTOMER/CLIENT SATISFACTIONSURVEY (CSS) REPORT

January to June 2023

I. Overview

A genuine understanding of customers' needs and expectations is a key driver in providing customer satisfying services. Agencies and organizations with strong customer-satisfaction reputations pursue this level of understanding to continually achieve a government-wide improvement. In order to ensure that these requirements are met, it is critical to measure and report on the degree of satisfaction of citizens/clients serviced..

Client Satisfaction Survey/Report is one of the instruments of the government in order to encourage improvements in efficiency and effectiveness and increase citizen's trust in government. This report includes verifiable data and concrete proof to help agencies assess the impact of implemented transaction and process changes using indicators or service dimensions selected by agencies and the citizens/clients they serve, Customer satisfaction surveys, and complaint management techniques, are important to better understand the clientele's needs. Furthermore, suggestions from customers and employees introduce fresh ideas to government processes.

II. Scope

SLSU conducted surveys using the old CSM tool from January-June 2023 and was administered by offices/units with external clients. A total of 1, 803 clients was surveyed during the said period.

SLSU used CSM questionnaire that includes 8 questions related to the following Service Quality Dimensions (SQD):

- a. **Responsiveness** - courteousness and willingness of the personnel to serve and whether the appropriate response to customer requests were provided.
- b. **Reliability** - the delivery of service within the minimum waiting time or promised time-frame and there is an observance of empathy and reassurance to the client's concern/s.
- c. **Access and Facilities** - readability and clarity of directional signages and office labels as well as the availability and accessibility of technology.
- d. **Communication** - knowledge, and competence of personnel to answer the client's queries or resolve issues and as well as to the clarity of information or advice provided.
- e. **Costs** availability of alternative methods of payment relevant to the needs of the client/s and at a reasonable cost.
- f. **Integrity** - commitment of the personnel in addressing the client's needs and check whether the personnel perform the duties in a professional manner.
- g. **Assurance** - skills of the personnel provided and whether the personnel are friendly and courteous to the clients.
- h. **Outcome** - resolution of the problem/s or any concern/s directed to the office, completeness of the services availed, satisfaction of the clients in the services rendered and meets the clients' needs or expectations.

III. Methodology

The Client Satisfaction Survey offers an objective performance that acts as the foundation for personnel actions and to continually stimulate improvement in employees' performance, efficiency, and organizational effectiveness and productivity. As a university procedure, the



clerk of the college/unit that a client visited will hand a copy of the Client Satisfaction Survey form upon completing the transaction. The client then hand it back to the clerk after rating the feedback form for the specific college or office that was visited. The customer(s) may also place the feedback form in the suggestion box located at the office or department on university propertyss. Every six months, the individuals in charge of each unit/ office would compile the completed survey forms, produce a summary, and submit it to the HR Office to assess if the services were Outstanding, Very Satisfactory, or Satisfactory. For transactions that are done remotely, units/offices were given the option to survey the clients through online.

Sampling Procedure

Random sampling was used as the selection technique because it is the most widely used, convenient, and simple way to collect data. With this sampling procedure, each client has an equal or fair probability of being chosen.

Survey Instrument / Questionnaire

Southern Luzon State University created the Customer / Client Satisfaction Survey (CSS) in order to comprehend client needs and requirements, meet those needs, as well as determine the level of satisfaction with the services offered. This information is crucial for reviews and ongoing enhancements of the university's services. The Customer Client Satisfaction Survey was revised in compliance with the Memorandum Circular No. 2021-1 by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems issued last June 3, 2021. With this, the Performance Management Committee in conjunction with the Quality Management System Office (QMSO) of SLSU amended the Customer / Client Satisfaction Survey and entered the revised feedback form with the QMSO dated October 4, 2021 for standardization (Refence No. 21-051). The Customer / Client Satisfaction Survey form was approved by the University President last October 27, 2021 for university-wide adoption

The interval below was used to calculate the satisfaction results using a five-point scale:

| Five-Point Scale | Interval | Verbal |
|-------------------------|-----------------|-------------------|
| 5 | 4.50-5.00 | Outstanding |
| 4 | 3.50-4.49 | Very Satisfactory |
| 3 | 2.50-3.49 | Satisfactory |
| 2 | 1.50-2.49 | Fair |
| 1 | 1.00-1.49 | Poor |



RESULTS OF THE CUSTOMER/CLIENT SATISFACTION SURVEY 2023

IV. Data and Interpretation

The results and related ratings from the tabulated results of all the survey forms are listed below.

Client Satisfaction Survey Results based on the Service Quality Dimensions (SQD)

| Service Quality Dimensions | Score in All Offices | Verbal |
|----------------------------|----------------------|-------------|
| Responsiveness | 4.73 | Outstanding |
| Reliability | 4.68 | Outstanding |
| Access and Facilities | 4.66 | Outstanding |
| Communication | 4.74 | Outstanding |
| Costs | 4.81 | Outstanding |
| Integrity | 4.75 | Outstanding |
| Assurance | 4.77 | Outstanding |
| Outcome | 4.74 | Outstanding |

The findings of the client survey were grouped according to Service Quality Dimensions (SQD). The data supplied shows that all the service characteristics have high ratings, ranging from 4.66 to 4.81 equivalent to Outstanding.


Client Satisfaction Survey Results of Offices with External Clients

| No. | Name of Office | January- June 2023 | Descriptive Rating |
|-----------------|---|--------------------|--------------------|
| 1 | Accounting Office | 4.75 | Outstanding |
| 2 | Office of Student Affairs Services | 4.88 | Outstanding |
| 3 | University Library | 4.73 | Outstanding |
| 4 | University Registrar | 4.65 | Outstanding |
| 5 | Supply Office | 5.00 | Outstanding |
| 6 | University Health Services | 4.53 | Outstanding |
| 7 | Procurement Office | 5.00 | Outstanding |
| 8 | Cashiering Office | 4.96 | Outstanding |
| 9 | Innovation and Technology Support Services Office | 4.52 | Outstanding |
| OVER ALL | | 4.73 | Outstanding |

As shown in table above the Client Satisfaction Survey results for specific offices range from 4.53 to 5.00, which is OUTSTANDING. Offices achieved an overall grade of 4.73, which is considered Outstanding.



Annex A. Survey Questionnaire Used



CUSTOMER/ CLIENT SATISFACTION SURVEY (CSS)

In line with our commitment to understand your requirements and seek to satisfy your needs consistently, we would like to know the level of your satisfaction on the services we have provided. Your response will be a vital input in the review and continual improvement of our services and of our Quality Management Systems.

We sincerely appreciate your cooperation. Thank You!

Name of Respondent (optional): _____ College/ Campus/ Office/ Company: _____

Position (optional): _____ Tel : _____ Date: _____

Please indicate your satisfaction by placing a check (✓) on the listed criteria below using the following rating scheme:
 1 – Poor, 2 – Fair, 3 – Satisfactory, 4 – Very Satisfactory, 5 – Outstanding

| PERFORMANCE CRITERIA | | SATISFACTION LEVEL | | | | |
|----------------------|---|--------------------|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 1. | Responsiveness | | | | | |
| | a. Provide appropriate response to customer requests | | | | | |
| | b. Courteousness and willingness of the personnel to serve | | | | | |
| 2. | Reliability | | | | | |
| | a. Delivery of service within the minimum waiting time (promised time-frame) provided by the office | | | | | |
| | b. Observance of empathetic and reassuring personnel/office to the client's concern | | | | | |
| 3. | Access & Facilities | | | | | |
| | a. Readability and clarity of directional signages and office labels | | | | | |
| | b. Availability and accessibility of technology (internet, VIFI) | | | | | |
| 4. | Communication | | | | | |
| | a. Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | | | | | |
| | b. Clarity of the information or advice provided | | | | | |
| 5. | Costs | | | | | |
| | a. Cost is reasonable | | | | | |
| | b. Availability of alternative methods of payment relevant to the needs of client | | | | | |
| 6. | Integrity | | | | | |
| | a. Commitment of personnel in addressing client's needs | | | | | |
| | b. Professionalism of personnel in performing their duties | | | | | |
| 7. | Assurance | | | | | |
| | a. Friendly and courteous to clients | | | | | |
| | b. Have the skills required to perform service | | | | | |
| 8. | Outcome | | | | | |
| | a. The requested services availed was complete and meet the clients need or expectation. | | | | | |
| | b. Resolution of a problem or any concern directed to the office | | | | | |
| | c. Satisfaction of clients in the services rendered by the Office. | | | | | |

Remarks/ Comments:

SP-SLSU-8.0F1, Rev. 3
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Annex B. CSM Results per Office (please see next page)

| Accounting (January- June 2023) Performance Criteria | | | | | | |
|--|--|--------------------|---|---|----|----|
| 1 | Responsiveness (30%) | Satisfaction Level | | | | |
| | | 1 | 2 | 3 | 4 | 5 |
| a | Provide appropriate response to customer requests | 0 | 0 | 1 | 25 | 73 |
| b | Courteousness and willingness of the personnel to serve | 0 | 0 | 0 | 23 | 77 |
| 2 Reliability (10%) | | | | | | |
| a | Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 0 | 0 | 43 | 57 |
| b | Observance of empathetic and reassuring personnel/office to the client's concern | 0 | 0 | 0 | 30 | 70 |
| 3 Access & Facilities (10%) | | | | | | |
| a | Readability and clarity of directional signages and office labels | 0 | 0 | 2 | 29 | 69 |
| b | Availability and accessibility of technology (internet, Wi-Fi) | 0 | 0 | 4 | 34 | 62 |
| 4 Communication (10%) | | | | | | |
| a | Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 0 | 0 | 23 | 77 |
| b | Clarity of the information or advice provided | 0 | 0 | 0 | 23 | 77 |
| 5 Costs (10%) | | | | | | |
| <i>Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library</i> | | | | | | |
| a | Cost is reasonable | 0 | 0 | 0 | 23 | 77 |
| b | Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 2 | 30 | 68 |
| 6 Integrity (10%) | | | | | | |
| a | Commitment of personnel in addressing client's needs | 0 | 0 | 1 | 24 | 75 |
| b | Professionalism of personnel in performing their duties | 0 | 0 | 1 | 13 | 81 |
| 7 Assurance (10%) | | | | | | |
| a | Friendly and courteous to clients | 0 | 0 | 0 | 20 | 80 |
| b | Have the skills required to perform service | 0 | 0 | 0 | 10 | 90 |
| 8 Outcome (10%) | | | | | | |
| a | The requested services availed was complete and meet the clients need or expectation. | 0 | 0 | 0 | 13 | 82 |
| b | Resolution of a problem or any concern directed to the office | 0 | 0 | 0 | 19 | 81 |
| c | Satisfaction of clients in the services rendered by the Office. | 0 | 0 | 0 | 12 | 88 |

| Accounting (January- June 2023) PERFORMANCE CRITERIA | | | | | | |
|--|-----------------------|--------------------|------|-------|--------|-------------|
| 1 | Responsiveness | Satisfaction Level | | | | |
| | | 1 | 2 | 3 | 4 | 5 |
| 2 | Reliability (Quality) | 0.00 | 0.00 | 3.00 | 196.00 | 750.00 |
| 3 | Access and Facilities | 0.00 | 0.00 | 0.00 | 292.00 | 635.00 |
| 4 | Communication | 0.00 | 0.00 | 18.00 | 252.00 | 655.00 |
| 5 | Costs | 0.00 | 0.00 | 0.00 | 184.00 | 770.00 |
| 6 | Integrity | 0.00 | 0.00 | 9.00 | 216.00 | 715.00 |
| 7 | Assurance | 0.00 | 0.00 | 6.00 | 188.00 | 755.00 |
| 8 | Outcome | 0.00 | 0.00 | 0.00 | 120.00 | 850.00 |
| | | | | | | OUTSTANDING |
| | | | | | | 4.74 |

| Cashier (January-June 2023) Performance Criteria | | | | | | | | | |
|--|--|--------------------|---|---|---|-----|-------|--|--|
| 1 | Responsiveness (30%) | Satisfaction Level | | | | | TOTAL | | |
| | | 1 | 2 | 3 | 4 | 5 | | | |
| a | Provide appropriate response to customer requests | 0 | 0 | 1 | 4 | 127 | 132 | | |
| b | Courteousness and willingness of the personnel to serve | 0 | 0 | 1 | 6 | 125 | 132 | | |
| 2 | Reliability (10%) | | | | | | | | |
| a | Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 0 | 4 | 6 | 122 | 132 | | |
| b | Observance of empathetic and reassuring personnel/office to the client's concern | 1 | 1 | 1 | 3 | 126 | 132 | | |
| 3 | Access & Facilities (10%) | | | | | | | | |
| a | Readability and clarity of directional signages and office labels | 0 | 0 | 0 | 7 | 125 | 132 | | |
| b | Availability and accessibility of technology (internet, Wi-Fi) | 0 | 0 | 0 | 2 | 129 | 132 | | |
| 4 | Communication (10%) | | | | | | | | |
| a | Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 0 | 0 | 4 | 128 | 132 | | |
| b | Clarity of the information or advice provided | 0 | 0 | 0 | 2 | 130 | 132 | | |
| 5 | Costs (10%) | | | | | | | | |
| a | Cost is reasonable | | | | | | | | |
| b | Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 0 | 0 | 132 | 132 | | |
| 6 | Integrity (10%) | | | | | | | | |
| a | Commitment of personnel in addressing client's needs | 0 | 0 | 0 | 5 | 127 | 132 | | |
| b | Professionalism of personnel in performing their duties | 0 | 0 | 0 | 5 | 127 | 132 | | |
| 7 | Assurance (10%) | | | | | | | | |
| a | Friendly and courteous to clients | 0 | 0 | 0 | 0 | 132 | 132 | | |
| b | Have the skills required to perform service | 0 | 0 | 0 | 0 | 132 | 132 | | |
| 8 | Outcome (10%) | | | | | | | | |
| a | The requested services availed was complete and meet the clients' need or expectation. | 0 | 0 | 0 | 2 | 130 | 132 | | |
| b | Resolution of a problem or any concern directed to the office | 0 | 0 | 2 | 3 | 127 | 132 | | |
| c | Satisfaction of clients in the services rendered by the Office. | 0 | 0 | 0 | 1 | 131 | 132 | | |

Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library

| Cashier (January-June 2023) PERFORMANCE CRITERIA | | | | | | | | | |
|--|-----------------------|--------------------|------|-------|-------|---------|------------------|--|--|
| 1 | Responsiveness | Satisfaction Level | | | | | WM | | |
| | | 1 | 2 | 3 | 4 | 5 | | | |
| 2 | Reliability (Quality) | 0.00 | 0.00 | 6.00 | 40.00 | 1260.00 | 4.95 | | |
| 3 | Access and Facilities | 1.00 | 2.00 | 15.00 | 36.00 | 1240.00 | 4.90 | | |
| 4 | Communication | 0.00 | 0.00 | 0.00 | 40.00 | 1270.00 | 4.96 | | |
| 5 | Costs | 0.00 | 0.00 | 0.00 | 24.00 | 1290.00 | 4.98 | | |
| 6 | Integrity | 0.00 | 0.00 | 0.00 | 20.00 | 1295.00 | 4.98 | | |
| 7 | Assurance | 0.00 | 0.00 | 0.00 | 40.00 | 1270.00 | 4.96 | | |
| 8 | Outcome | 0.00 | 0.00 | 3.00 | 8.00 | 1305.00 | 4.98 | | |
| | | 0.00 | 0.00 | 6.00 | 24.00 | 1940.00 | OUTSTANDING 4.96 | | |

| Office of Student Affairs and Services (January-June 2023) | | | | | | |
|--|--------------------|---|----|----|-----|-------|
| Performance Criteria | | | | | | |
| 1 Responsiveness (30%) | Satisfaction Level | | | | | TOTAL |
| a Provide appropriate response to customer requests | 1 | 2 | 3 | 4 | 5 | |
| b Courteousness and willingness of the personnel to serve | 0 | 0 | 2 | 45 | 255 | 302 |
| 2 Reliability (10%) | 0 | 0 | 0 | 30 | 272 | 302 |
| a Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 0 | 5 | 47 | 250 | 302 |
| b Observance of empathetic and reassuring personnel/office to the client's concern | 0 | 0 | 1 | 39 | 262 | 302 |
| 3 Access & Facilities (10%) | | | | | | |
| a Readability and clarity of directional signages and office labels | 0 | 0 | 1 | 34 | 267 | 302 |
| b Availability and accessibility of technology (inte net, WI-FI) | 0 | 0 | 14 | 53 | 230 | 302 |
| 4 Communication (10%) | | | | | | |
| a Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 0 | 3 | 32 | 267 | 302 |
| b Clarity of the information or advice provided | 0 | 0 | 1 | 30 | 271 | 302 |
| 5 Costs (10%) | | | | | | |
| a Cost is reasonable | 0 | 0 | 5 | 47 | 250 | 302 |
| b Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 3 | 41 | 253 | 302 |
| 6 Integrity (10%) | | | | | | |
| a Commitment of personnel in addressing client's needs | 0 | 0 | 2 | 20 | 280 | 302 |
| b Professionalism of personnel in performing their duties | 0 | 0 | 2 | 16 | 284 | 302 |
| 7 Assurance (10%) | | | | | | |
| a Friendly and courteous to clients | 0 | 0 | 1 | 20 | 281 | 302 |
| b Have the skills required to perform service | 0 | 0 | 1 | 14 | 287 | 302 |
| 8 Outcome (10%) | | | | | | |
| a The requested services availed was complete and meet the clients need or expectation. | 0 | 0 | 0 | 31 | 271 | 302 |
| b Resolution of a problem or any concern directed to the office | 0 | 0 | 2 | 23 | 272 | 302 |
| c Satisfaction of clients in the services rendered by the Office. | 0 | 0 | 1 | 30 | 271 | 302 |

Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library

| Office of Student Affairs and Services (January-June 2023) | | | | | | |
|---|------|------|-------|--------|---------|------|
| PERFORMANCE CRITERIA | | | | | | |
| Satisfaction Level | | | | | | |
| 1 | 2 | 3 | 4 | 5 | WM | |
| 1 Responsiveness | 0.00 | 0.00 | 6.00 | 300.00 | 2635.00 | 4.87 |
| 2 Reliability (Quality) | 0.00 | 0.00 | 18.00 | 344.00 | 2560.00 | 4.84 |
| 3 Access and Facilities | 0.00 | 0.00 | 45.00 | 368.00 | 2485.00 | 4.80 |
| 4 Communication | 0.00 | 0.00 | 12.00 | 248.00 | 2690.00 | 4.88 |
| 5 Costs | 0.00 | 0.00 | 24.00 | 352.00 | 2540.00 | 4.83 |
| 6 Integrity | 0.00 | 0.00 | 12.00 | 144.00 | 2820.00 | 4.93 |
| 7 Assurance | 0.00 | 0.00 | 6.00 | 136.00 | 2840.00 | 4.94 |
| 8 Outcome | 0.00 | 0.00 | 9.00 | 356.00 | 4070.00 | 4.90 |
| OUTSTANDING | | | | | | 4.87 |

| Procurement (January-June 2023) | | | | | | | | | |
|--|--|--------------------|---|---|---|----|-------|--|--|
| Performance Criteria | | | | | | | | | |
| 1 Responsiveness (30%) | | Satisfaction Level | | | | | TOTAL | | |
| | | 1 | 2 | 3 | 4 | 5 | | | |
| a Provide appropriate response to customer requests | | 0 | 0 | 0 | 0 | 10 | | | |
| b Courteousness and willingness of the personnel to serve | | 0 | 0 | 0 | 0 | 10 | | | |
| 2 Reliability (10%) | | | | | | | | | |
| a Delivery of service within the minimum waiting time (promised time-frame) provided by the office | | 0 | 0 | 0 | 0 | 10 | | | |
| b Observance of empathetic and reassuring personnel/office to the client's concern | | 0 | 0 | 0 | 0 | 10 | | | |
| 3 Access & Facilities (10%) | | | | | | | | | |
| a Readability and clarity of directional signages and office labels | | 0 | 0 | 0 | 0 | 10 | | | |
| b Availability and accessibility of technology (internet, V/L-F) | | 0 | 0 | 0 | 0 | 10 | | | |
| 4 Communication (10%) | | | | | | | | | |
| a Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | | 0 | 0 | 0 | 0 | 10 | | | |
| b Clarity of the information or advice provided | | 0 | 0 | 0 | 0 | 10 | | | |
| 5 Costs (10%) | | | | | | | | | |
| a Cost is reasonable | | 0 | 0 | 0 | 0 | 10 | | | |
| b Availability of alternative methods of payment relevant to the needs of client | | 0 | 0 | 0 | 0 | 10 | | | |
| 6 Integrity (10%) | | | | | | | | | |
| a Commitment of personnel in addressing client's needs | | 0 | 0 | 0 | 0 | 10 | | | |
| b Professionalism of personnel in performing their duties | | 0 | 0 | 0 | 0 | 10 | | | |
| 7 Assurance (10%) | | | | | | | | | |
| a Friendly and courteous to clients | | 0 | 0 | 0 | 0 | 10 | | | |
| b Have the skills required to perform service | | 0 | 0 | 0 | 0 | 10 | | | |
| 8 Outcome (10%) | | | | | | | | | |
| a The requested services availed was complete and meet the clients' need or expectation. | | 0 | 0 | 0 | 0 | 10 | | | |
| b Resolution of a problem or any concern directed to the office | | 0 | 0 | 0 | 0 | 10 | | | |
| c Satisfaction of clients in the services rendered by the Office. | | 0 | 0 | 0 | 0 | 10 | | | |

| Procurement (January-June 2023) | | Satisfaction Level | | | | | |
|------------------------------------|-----------------------|--------------------|------|------|------|-------------|------|
| PERFORMANCE CRITERIA | | 1 | 2 | 3 | 4 | 5 | WMI |
| 1 | Responsiveness | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 2 | Reliability (Quality) | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 3 | Access and Facilities | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 4 | Communication | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 5 | Costs | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 6 | Integrity | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 7 | Assurance | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| 8 | Outcome | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 5.00 |
| | | 0.00 | 0.00 | 0.00 | 0.00 | 150.00 | 5.00 |
| | | | | | | OUTSTANDING | 5.00 |

| University Library (January-June 2023) Performance Criteria | | | | | | | | | |
|---|--|--------------------|---|----|-----|-----|-------|--|--|
| 1 Responsiveness (30%) | | Satisfaction Level | | | | | TOTAL | | |
| a | Provide appropriate response to customer requests | 1 | 2 | 3 | 4 | 5 | | | |
| b | Courteousness and willingness of the personnel to serve | 0 | 4 | 31 | 83 | 411 | 529 | | |
| 2 Reliability (10%) | | 0 | 4 | 19 | 73 | 433 | 529 | | |
| a | Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 4 | 21 | 94 | 410 | 529 | | |
| b | Observance of empathetic and reassuring personnel/office to the client's concern | 0 | 4 | 23 | 73 | 424 | 529 | | |
| 3 Access & Facilities (10%) | | 0 | 4 | 23 | 73 | 424 | 529 | | |
| a | Readability and clarity of directional signages and office labels | 0 | 2 | 28 | 102 | 397 | 529 | | |
| b | Availability and accessibility of technology (internet, Wi-Fi) | 0 | 5 | 42 | 116 | 363 | 529 | | |
| 4 Communication (10%) | | 0 | 2 | 28 | 102 | 397 | 529 | | |
| a | Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 2 | 24 | 73 | 430 | 529 | | |
| b | Clarity of the information or advice provided | 0 | 2 | 21 | 89 | 417 | 529 | | |
| Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OS&S, and Library | | | | | | | | | |
| 5 Costs (10%) | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| a | Cost is reasonable | 0 | 0 | 0 | 0 | 0 | 0 | | |
| b | Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 6 Integrity (10%) | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| a | Commitment of personnel in addressing client's needs | 0 | 1 | 24 | 83 | 421 | 529 | | |
| b | Professionalism of personnel in performing their duties | 0 | 1 | 20 | 83 | 420 | 529 | | |
| 7 Assurance (10%) | | 0 | 1 | 24 | 83 | 421 | 529 | | |
| a | Friendly and courteous to clients | 0 | 2 | 20 | 85 | 422 | 529 | | |
| b | Have the skills required to perform service | 0 | 3 | 18 | 80 | 428 | 529 | | |
| 8 Outcome (10%) | | 0 | 2 | 20 | 85 | 422 | 529 | | |
| a | The requested services availed was complete and meet the clients need or expectation. | 0 | 2 | 22 | 95 | 410 | 529 | | |
| b | Resolution of a problem or any concern directed to the office | 0 | 1 | 24 | 92 | 412 | 529 | | |
| c | Satisfaction of clients in the services rendered by the Office. | 0 | 1 | 21 | 73 | 429 | 529 | | |

| University Library (January-June 2023) PERFORMANCE CRITERIA | | | | | | | | | |
|---|--|--------------------|-------|--------|---------|---------|-------------|--|--|
| | | Satisfaction Level | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | WM | | |
| 1 Responsiveness | | 0.00 | 16.00 | 150.00 | 624.00 | 4220.00 | 4.74 | | |
| 2 Reliability (Quality) | | 0.00 | 16.00 | 132.00 | 688.00 | 4170.00 | 4.73 | | |
| 3 Access and Facilities | | 0.00 | 14.00 | 210.00 | 872.00 | 3815.00 | 4.64 | | |
| 4 Communication | | 0.00 | 8.00 | 135.00 | 648.00 | 4235.00 | 4.75 | | |
| 5 Costs | | 0.00 | 4.00 | 132.00 | 684.00 | 4205.00 | 4.75 | | |
| 6 Integrity | | 0.00 | 10.00 | 114.00 | 660.00 | 4250.00 | 4.76 | | |
| 7 Assurance | | 0.00 | 8.00 | 201.00 | 1060.00 | 6255.00 | 4.74 | | |
| 8 Outcome | | | | | | | OUTSTANDING | | |
| | | | | | | | 4.73 | | |

| INNOVATION AND TECHNOLOGY SUPPORT SERVICES OFFICE (ITSSO) (January-June 2023) | | | | | | | | | |
|--|--|--------------------|---|----|----|-----|-------|--|--|
| Performance Criteria | | | | | | | | | |
| 1 Responsiveness (30%) | | Satisfaction Level | | | | | TOTAL | | |
| a Provide appropriate response to customer requests | | 1 | 2 | 3 | 4 | 5 | | | |
| b Courteousness and willingness of the personnel to serve | | 0 | 0 | 22 | 43 | 111 | 181 | | |
| 2 Reliability (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Delivery of service within the minimum waiting time (promised time-frame) provided by the office | | 0 | 0 | 15 | 51 | 115 | 181 | | |
| b Observation of empathetic and reassuring personnel to the client's concern | | 0 | 0 | 40 | 43 | 93 | 181 | | |
| 3 Access & Facilities (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Readability and clarity of directional signages and office labels | | 0 | 0 | 22 | 50 | 103 | 181 | | |
| b Availability and accessibility of technology (internet, Wi-Fi) | | 0 | 0 | 19 | 52 | 110 | 181 | | |
| 4 Communication (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | | 0 | 0 | 29 | 49 | 103 | 181 | | |
| b Clarity of the information or advice provided | | 0 | 0 | 21 | 41 | 119 | 181 | | |
| 5 Costs (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Cost is reasonable | | 0 | 0 | 21 | 42 | 119 | 181 | | |
| b Availability of alternative methods of payment relevant to the needs of client | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 6 Integrity (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Commitment of personnel in addressing client's needs | | 0 | 0 | 19 | 46 | 115 | 181 | | |
| b Professionalism of personnel in performing their duties | | 0 | 0 | 15 | 43 | 123 | 181 | | |
| 7 Assurance (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Friendly and courteous to clients | | 0 | 0 | 17 | 45 | 119 | 181 | | |
| b Have the skills required to perform service | | 0 | 0 | 17 | 37 | 127 | 181 | | |
| 8 Outcome (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a The requested services availed was complete and meet the clients' need or expectation. | | 0 | 0 | 22 | 43 | 116 | 181 | | |
| b Resolution of a problem or any concern directed to the office | | 0 | 0 | 20 | 43 | 118 | 181 | | |
| c Satisfaction of clients in the services rendered by the Office. | | 0 | 0 | 20 | 43 | 113 | 181 | | |

Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library

| INNOVATION AND TECHNOLOGY SUPPORT SERVICES OFFICE (ITSSO) (January-June 2023) | | | | | | | | | |
|--|--|--------------------|------|--------|--------|-------------|------|--|--|
| PERFORMANCE CRITERIA | | | | | | | | | |
| | | Satisfaction Level | | | | | WIM | | |
| | | 1 | 2 | 3 | 4 | 5 | | | |
| 1 Responsiveness | | 0.00 | 0.00 | 111.00 | 396.00 | 1130.00 | 4.52 | | |
| 2 Reliability (Quality) | | 0.00 | 0.00 | 186.00 | 392.00 | 1010.00 | 4.39 | | |
| 3 Access and Facilities | | 0.00 | 0.00 | 144.00 | 404.00 | 1065.00 | 4.46 | | |
| 4 Communication | | 0.00 | 0.00 | 126.00 | 332.00 | 1185.00 | 4.54 | | |
| 5 Costs | | 0.00 | 0.00 | | | | | | |
| 6 Integrity | | 0.00 | 0.00 | 102.00 | 356.00 | 1195.00 | 4.57 | | |
| 7 Assurance | | 0.00 | 0.00 | 102.00 | 328.00 | 1230.00 | 4.59 | | |
| 8 Outcome | | 0.00 | 0.00 | 186.00 | 536.00 | 1735.00 | 4.52 | | |
| | | | | | | OUTSTANDING | 4.51 | | |

| Registrar's Office (January-June 2023) Performance Criteria | | | | | | | | | |
|--|--|--------------------|---|---|----|----|-------|--|----|
| 1 Responsiveness (30%) | | Satisfaction Level | | | | | TOTAL | | |
| a | Provide appropriate response to customer requests | 1 | 2 | 3 | 4 | 5 | | | |
| b | Courteousness and willingness of the personnel to serve | 0 | 0 | 5 | 15 | 55 | | | 75 |
| 2 Reliability (10%) | | | | | | | | | |
| a | Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 0 | 3 | 17 | 55 | | | 75 |
| b | Observance of empathetic and reassuring personnel/office to the client's concern | 0 | 0 | 6 | 22 | 47 | | | 75 |
| 3 Access & Facilities (10%) | | | | | | | | | |
| a | Readability and clarity of directional signages and office labels | 0 | 0 | 4 | 20 | 51 | | | 75 |
| b | Availability and accessibility of technology (internet, WI-FI) | 0 | 0 | 5 | 20 | 50 | | | 75 |
| 4 Communication (10%) | | | | | | | | | |
| a | Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 0 | 8 | 27 | 40 | | | 75 |
| b | Clarity of the information or advice provided | 0 | 0 | 3 | 19 | 53 | | | 75 |
| 5 Costs (10%) | | | | | | | | | |
| a | Cost is reasonable | 0 | 0 | 3 | 14 | 58 | | | 75 |
| <i>Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library</i> | | | | | | | | | |
| 6 Integrity (10%) | | | | | | | | | |
| a | Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 5 | 22 | 48 | | | 75 |
| b | Commitment of personnel in addressing client's needs | 0 | 0 | 9 | 20 | 46 | | | 75 |
| 7 Assurance (10%) | | | | | | | | | |
| a | Professionalism of personnel in performing their duties | 0 | 0 | 7 | 5 | 59 | | | 75 |
| b | Friendly and courteous to clients | 0 | 0 | 5 | 5 | 61 | | | 75 |
| 8 Outcome (10%) | | | | | | | | | |
| a | Have the skills required to perform service | 0 | 0 | 2 | 15 | 58 | | | 75 |
| b | The requested services availed was complete and meet the clients need or expectation. | 0 | 0 | 3 | 14 | 58 | | | 75 |
| c | Resolution of a problem or any concern directed to the office | 0 | 0 | 6 | 11 | 58 | | | 75 |
| | Satisfaction of clients in the services rendered by the Office. | 0 | 0 | 2 | 13 | 55 | | | 75 |
| | | 0 | 0 | 5 | 15 | 55 | | | 75 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Registrar's Office (January-June 2023) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | </ |
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| OSAS (Confirmation and Admission of Students; (January-June 2023) | | | | | | | | | |
|--|--|--------------------|---|----|----|-----|-------|--|--|
| Performance Criteria | | | | | | | | | |
| 1 Responsiveness (30%) | | Satisfaction Level | | | | | | | |
| a Provide appropriate response to customer requests | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| b Courtesy and willingness of the personnel to serve | | 0 | 0 | 3 | 62 | 145 | 210 | | |
| 2 Reliability (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Delivery of service within the minimum waiting time (promised time-frame) provided by the office | | 0 | 0 | 4 | 56 | 150 | 210 | | |
| b Observance of empathetic and reassuring personnel/office to the client's concern | | 0 | 0 | 11 | 63 | 131 | 210 | | |
| 3 Access & Facilities (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Readability and clarity of directional signages and office labels | | 0 | 0 | 5 | 61 | 144 | 210 | | |
| b Availability and accessibility of technology (Internet, W/L-FI) | | 0 | 0 | 6 | 56 | 148 | 210 | | |
| 4 Communication (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | | 0 | 0 | 4 | 55 | 151 | 210 | | |
| b Clarity of the information or advice provided | | 0 | 0 | 6 | 40 | 164 | 210 | | |
| 5 Costs (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Cost is reasonable | | 0 | 0 | 4 | 55 | 151 | 210 | | |
| b Availability of alternative methods of payment relevant to the needs of client | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 6 Integrity (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Commitment of personnel in addressing client's needs | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| b Professionalism of personnel in performing their duties | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 7 Assurance (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a Friendly and courteous to clients | | 0 | 0 | 2 | 53 | 150 | 210 | | |
| b Have the skills required to perform service | | 0 | 0 | 3 | 53 | 154 | 210 | | |
| 8 Outcome (10%) | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a The requested services availed was complete and meet the client's need or expectation. | | 0 | 0 | 2 | 53 | 155 | 210 | | |
| b Resolution of a problem or any concern directed to the office | | 0 | 0 | 0 | 40 | 170 | 210 | | |
| c Satisfaction of clients in the services rendered by the Office. | | 0 | 0 | 4 | 53 | 148 | 210 | | |

Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library

| OSAS (Confirmation and Admission of Students; (January-June 2023) | | | | | | | | | |
|--|--|--------------------|------|-------|--------|-------------|------|------|--|
| PERFORMANCE CRITERIA | | | | | | | | | |
| | | Satisfaction Level | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | WMI | | |
| 1 Responsiveness | | 0.00 | 0.00 | 21.00 | 472.00 | 1475.00 | 4.69 | | |
| 2 Reliability (Quality) | | 0.00 | 0.00 | 48.00 | 516.00 | 1375.00 | 4.62 | | |
| 3 Access and Facilities | | 0.00 | 0.00 | 18.00 | 224.00 | 740.00 | 4.68 | | |
| 4 Communication | | 0.00 | 0.00 | 30.00 | 380.00 | 1575.00 | 4.73 | | |
| 5 Costs | | 0.00 | 0.00 | | | | | | |
| 6 Integrity | | 0.00 | 0.00 | 15.00 | 444.00 | 1520.00 | 4.71 | | |
| 7 Assurance | | 0.00 | 0.00 | 6.00 | 372.00 | 1625.00 | 4.77 | | |
| 8 Outcome | | 0.00 | 0.00 | 39.00 | 692.00 | 2220.00 | 4.68 | | |
| | | | | | | OUTSTANDING | | 4.70 | |

| University Health Services (January-June 2023) | | | | | | | | | |
|---|--|--------------------|---|---|----|-----|-------|--|--|
| Performance Criteria | | | | | | | | | |
| 1 | Responsiveness (30%) | Satisfaction Level | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | TOTAL | | |
| a | Provide appropriate response to customer requests | 3 | 2 | 6 | 80 | 139 | 230 | | |
| 2 | Reliability (10%) | 2 | 1 | 6 | 81 | 140 | 230 | | |
| a | Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 2 | 3 | 1 | 87 | 137 | 230 | | |
| 3 | Access & Facilities (10%) | 1 | 3 | 5 | 83 | 133 | 230 | | |
| a | Readability and clarity of directional signages and office labels | 1 | 2 | 4 | 87 | 136 | 230 | | |
| b | Availability and accessibility of technology (internet, W/L-Fi) | 2 | 3 | 6 | 83 | 131 | 230 | | |
| 4 | Communication (10%) | 1 | 2 | 4 | 87 | 136 | 230 | | |
| a | Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 1 | 2 | 4 | 90 | 133 | 230 | | |
| b | Clarity of the information or advice provided | 2 | 4 | 7 | 92 | 125 | 230 | | |
| 5 | Costs (10%) | 0 | 0 | 0 | 0 | 0 | 0 | | |
| a | Cost is reasonable | 0 | 0 | 0 | 0 | 0 | 0 | | |
| b | Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 6 | Integrity (10%) | 2 | 3 | 1 | 86 | 138 | 230 | | |
| a | Commitment of personnel in addressing client's needs | 1 | 1 | 3 | 83 | 137 | 230 | | |
| b | Professionalism of personnel in performing their duties | 1 | 2 | 2 | 89 | 135 | 230 | | |
| 7 | Assurance (10%) | 1 | 3 | 2 | 83 | 135 | 230 | | |
| a | Friendly and courteous to clients | 1 | 3 | 2 | 87 | 136 | 230 | | |
| b | Have the skills required to perform service | 1 | 3 | 2 | 84 | 140 | 230 | | |
| 8 | Outcome (10%) | 1 | 2 | 2 | 89 | 136 | 230 | | |
| a | The requested services availed was complete and meet the clients need or expectation. | 1 | 3 | 2 | 87 | 136 | 230 | | |
| b | Resolution of a problem or any concern directed to the office | 1 | 3 | 2 | 84 | 140 | 230 | | |
| c | Satisfaction of clients in the services rendered by the Office. | 1 | 2 | 2 | 89 | 136 | 230 | | |

Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OSAS, and Library

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Supply and Property Office (January-June 2023) | | | | | | |
|--|--------------------|---|---|---|---|-------|
| Performance Criteria | | | | | | |
| 1 Responsiveness (30%) | Satisfaction Level | | | | | TOTAL |
| a Provide appropriate response to customer requests | 1 | 2 | 3 | 4 | 5 | |
| b Courteousness and willingness of the personnel to serve | 0 | 0 | 0 | 0 | 0 | 34 |
| 2 Reliability (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a Delivery of service within the minimum waiting time (promised time-frame) provided by the office | 0 | 0 | 0 | 0 | 0 | 34 |
| b Ot-servance of empathetic and reassuring personnel/office to the client's concern | 0 | 0 | 0 | 0 | 0 | 34 |
| 3 Access & Facilities (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a Readability and clarity of directional signages and office labels | 0 | 0 | 0 | 0 | 0 | 34 |
| b Availability and accessibility of technology (inte-net, WI-FI) | 0 | 0 | 0 | 0 | 0 | 34 |
| 4 Communication (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a Knowledge and competence of personnel to answer client's queries and resolve issues (in case there is any) | 0 | 0 | 0 | 0 | 0 | 34 |
| b Clarity of the information or advice provided | 0 | 0 | 0 | 0 | 0 | 34 |
| 5 Costs (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| <i>Note: This parameter is only applicable to the following offices: Accounting, Budget, Cashier, Procurement, OS&S, and Library</i> | | | | | | |
| a Cost is reasonable | 0 | 0 | 0 | 0 | 0 | 34 |
| b Availability of alternative methods of payment relevant to the needs of client | 0 | 0 | 0 | 0 | 0 | 34 |
| 6 Integrity (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a Commitment of personnel in addressing client's needs | 0 | 0 | 0 | 0 | 0 | 34 |
| b Professionalism of personnel in performing their duties | 0 | 0 | 0 | 0 | 0 | 34 |
| 7 Assurance (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a Friendly and courteous to clients | 0 | 0 | 0 | 0 | 0 | 34 |
| b Have the skills required to perform service | 0 | 0 | 0 | 0 | 0 | 34 |
| 8 Outcome (10%) | 0 | 0 | 0 | 0 | 0 | 34 |
| a The requested services availed was complete and meet the client's need or expectation. | 0 | 0 | 0 | 0 | 0 | 34 |
| b Resolution of a problem or any concern directed to the office | 0 | 0 | 0 | 0 | 0 | 34 |
| c Satisfaction of clients in the services rendered by the Office. | 0 | 0 | 0 | 0 | 0 | 34 |

| Supply and Property Office (January-June 2023) | | | | | | |
|---|--------------------|------|------|------|-------------|------|
| PERFORMANCE CRITERIA | | | | | | |
| 1 Responsiveness | Satisfaction Level | | | | | WMI |
| 2 Reliability (Quality) | 1 | 2 | 3 | 4 | 5 | |
| 3 Access and Facilities | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| 4 Communication | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| 5 Costs | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| 6 Integrity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| 7 Assurance | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| 8 Outcome | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 |
| | | | | | OUTSTANDING | 5.00 |



Office Of Extension Services

INTERPRETATION OF SUBMITTED PERCENTAGE DISTRIBUTION OF CLIENT SATISFACTION ON SLSU EXTENSION ACTIVITIES FOR JANUARY TO JUNE 2023

The Office of Extension Services (OES) focuses on community development through trainings, seminars, and workshops. These activities primarily engage community members, and as such, OES employs an evaluation tool tailored to its clientele. These forms are enrolled as **REP-EXT-1.02F3b Overall Activity Evaluation**, and **REP-EXT-1.02F3a Pangkalahatang Pagtatasa**, which are individually accomplished by the participants of the community extension activities, trainings, and seminar.

(Please see the attached sample evaluation form as well as an accomplished evaluation form)

An SLSU extension activity is evaluated through various criteria including: *Attainment of the objectives; Relevance of Topics; Methodologies used; Instructional/Presentation Aids; Management team/ secretariat; Participation of participants; Time allocation per topic/activity; Activity started and finished as scheduled; Venue; Food; and Accommodation*. These criteria are graded into *Excellent; Very Satisfactory; Satisfactory; Fair; and Poor*. Subsequently, the completed evaluation forms are compiled and summarized into tabular data, by the Project/Activity management team.

With this, office has provided a summary of evaluation percentages for all extension activities undertaken by the office, colleges, and campuses from January to June 2023. Among **53 extension activities** assessed, the breakdown is as follows:

- A total **1,432 individuals** rated the activities
- An average of **86.02%** gave an Excellent rating.
- An average of **10.98%** gave a Very Satisfactory rating.
- An average of **3.00%** gave a Satisfactory rating.
- No participants rated any activities as Fair or Poor.

Prepared by:


MERJUDIO, JAQUELYN D.
Project Development Officer, OES

Noted by:


LEOMAR C. MIANO, PhD
Director, Office of Extension Services



SOUTHERN LUZON STATE UNIVERSITY

OVERALL ACTIVITY EVALUATION

Activity: _____
Date: _____ Venue: _____

Please answer the questions below to help the Secretariat to assess the activity and identify areas for improvement in the succeeding activities.

| | |
|---|--|
| 1. What I appreciate in this activity? | |
| 2. What I did not appreciate in this activity? | |
| 3. Most useful topic to me/activity to me? | |
| 4. Least useful topic to me/activity to me? | |
| 5. Suggestions for improvement: | |
| 6. Suggested topic/ training/ activities for the future | |

7. Rate of the resource person/ trainer using the following scale: 5) Excellent; 4) Very Satisfactory; 3) Satisfactory; 2) Fair; 1) Poor. Please put check (✓).

| Topics | Resource Person(s) / Trainer(s) | RATING | | | | |
|--------|---------------------------------|--------|---|---|---|---|
| | | 5 | 4 | 3 | 2 | 1 |
| | | | | | | |
| | | | | | | |

8. My rating for the following:

| Particulars | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| a. Attainment of the objectives | | | | | |
| b. Relevance of Topics | | | | | |
| c. Methodologies used | | | | | |
| d. Instructional/Presentation Aids | | | | | |
| e. Management team/ secretariat | | | | | |
| f. Participation of participants | | | | | |
| g. Time allocation per topic/activity | | | | | |
| h. Activity started and finished as scheduled | | | | | |
| i. Venue | | | | | |
| j. Food | | | | | |
| k. Accommodation | | | | | |

THANK YOU!

Printed Name over Signature



SOUTHERN LUZON STATE UNIVERSITY

PANGKALAHATANG PAGTATASA

Pagsasanay/Aktibidad: _____
 Petsa: _____ Lugar: _____

Pakisagutan ang mga katanungan upang malaman ang inyong opinion hinggil sa natapos na pagsasanay/aktibidad.

| | |
|--|--|
| 1. Ang aking ikinalugod/nagustuhan sa natapos na pagsasanay ay... | |
| 2. Ang aking hindi ikinalugod/di nagustuhan sa natapos na pagsasanay ay... | |
| 3. Ang kapakipakinabang na paksa ay ... | |
| 4. Ang hindi kapakipakinabang na paksa ay.... | |
| 5. Banggitin ang iyong suhesyon para mapabuti pa ang pagsasagawa ng gawain. | |
| 6. Banggitin ang pagsasanay/paksa na gustong talakayin sa susunod | |

7. Pakilagyan ng tsek (✓) ang naangkop na grado ng tagapagturo gamit ang sumusunod:
 5) Pinakamahusay; 4) Mas Mahusay; 3) Mahusay; 2) Tama Lang; 1) Di Mahusay.

| Paksa | Pangalan ng Tagapagsalita o Tagapagsanay | Grado | | | | |
|-------|---|-------|---|---|---|---|
| | | 5 | 4 | 3 | 2 | 1 |
| | | | | | | |
| | | | | | | |

8. Ang aking grado sa mga sumusunod ay:

| Aspeto | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| a. Nakamit ang layunin ng gawain | | | | | |
| b. Kaangkapan ng paksa | | | | | |
| c. Mga kaparaanan o estilo na ginamit sa pagtuturo o pagtatalakay | | | | | |
| d. Pantulong sa pagtuturo (presentasyon/babasahin) | | | | | |
| e. Takbo ng pangngasiwa ng pagsasanay | | | | | |
| f. Pakikiisa ng mga dumalo sa aktibidad | | | | | |
| g. Kasapatan ng itinakdang oras para sa mga gawain | | | | | |
| h. Nagsimula at natapos ang mga gawain sa itinakdang oras | | | | | |
| i. Lugar ng pagsasanay | | | | | |
| j. Pagkain | | | | | |

MARAMING SALAMAT PO!

 Pangalan at Lagda



SOUTHERN LUZON STATE UNIVERSITY

PANGKALAHATANG PAGTATASA

Pagsasanay/Aktibidad: Kaalamanang Kalusugan Para sa Kababaihan na nasa Kanayunan

Petsa: March 24, 2023

Lugar: Bgy. Cagascas, Tagkawayan, Quezon

Pakisagutan ang mga katanungan upang malaman ang inyong opinion hinggil sa natapos na pagsasanay/aktibidad.

| | |
|---|---|
| 1. Ang aking ikinalugod/nagustuhan sa natapos na pagsasanay ay... | Mga kaalaman para sa sanili at kapaligiran. |
| 2. Ang aking hindi ikinalugod/di nagustuhan sa natapos na pagsasanay ay... | wala, ito ay aking ikinalugod dahil. |
| 3. Ang kapakipakinabang na paksa ay ... | ang kalinisan sa sanili at kapaligiran at karo. |
| 4. Ang hindi kapakipakinabang na paksa ay.... | wala, dahil ay kapaki-pakinabang . |
| 5. Banggitin ang iyong suhiyon para mapabuti pa ang pagsasagawa ng gawain. | kailangan gawin ng maayos ang nalaman. |
| 6. Banggitin ang pagsasanay/paksa na gustong talakayin sa susunod | kalinisan sa katawan at paligid - at iba. |

7. Pakilagyan ng tsek (✓) ang naangkop na grado ng tagapagturo gamit ang sumusunod: makakabuti.
5) Pinakamahasag; 4) Mas Mahasag; 3) Mahasag; 2) Tama Lang; 1) Di Mahasag.

| Paksa | Pangalan ng Tagapagsalita o Tagapagsanay | Grado | | | | |
|--------------------------------|--|-------|---|---|---|---|
| | | 5 | 4 | 3 | 2 | 1 |
| Women's Sanitation and Hygiene | Krista Keith C. Guerra, RN | ✓ | | | | |
| Women's Rights and Protection | Richard E. Nepomuceno | ✓ | | | | |

8. Ang aking grado sa mga sumusunod ay:

| Aspeto | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| a. Nakamit ang layunin ng gawain | ✓ | | | | |
| b. Kaangkapan ng paksa | ✓ | | | | |
| c. Mga kaparaanan o estilo na ginamit sa pagtuturo o pagtatalakay | ✓ | | | | |
| d. Pantulong sa pagtuturo (presentasyon/babasahin) | ✓ | | | | |
| e. Takbo ng pangngasiwa ng pagsasanay | ✓ | | | | |
| f. Pakikiisa ng mga dumalo sa aktibidad | ✓ | | | | |
| g. Kasapatan ng itinakdang oras para sa mga gawain | ✓ | | | | |
| h. Nagsimula at natapos ang mga gawain sa itinakdang oras | ✓ | | | | |
| i. Lugar ng pagsasanay | ✓ | | | | |
| j. Pagkain | ✓ | | | | |

MARAMING SALAMAT POI

ARLYNE M. CHUA
Pangalan at Lagda

**Percentage Distribution of Client Satisfaction on SLSU Extension Activities
for the 2nd Quarter of 2023**

| 2nd Quarter 2023 | Excellent | Very Satisfactory | Satisfactory | Fair | Poor |
|--------------------------|-----------|-------------------|--------------|------|------|
| OES Act. 1: 05/26/23 | 84.85 | 9.09 | 6.06 | 0 | 0 |
| OES Act. 2: 06/19/23 | 73.1 | 26.9 | 0 | 0 | 0 |
| OES Act. 3: 06/21/23 | 91.33 | 8.67 | 0 | 0 | 0 |
| OES Act. 4: 06/23/23 | 77.57 | 13.33 | 9.1 | 0 | 0 |
| OES Act. 5: 06/26/23 | 72.51 | 25.54 | 1.95 | 0 | 0 |
| OES Act. 6: 06/27/23 | 46.71 | 38.87 | 14.42 | 0 | 0 |
| CABHA Act. 1: 04/22/23 | 100 | 0 | 0 | 0 | 0 |
| CABHA Act. 2: 04/25/23 | 100 | 0 | 0 | 0 | 0 |
| CAM Act. 1: 06/19/23 | 100 | 0 | 0 | 0 | 0 |
| CAM Act. 2: 06/29/23 | 100 | 0 | 0 | 0 | 0 |
| CAM Act. 3: 06/30/23 | 100 | 0 | 0 | 0 | 0 |
| CAS Act. 1: 04/03/23 | 100 | 0 | 0 | 0 | 0 |
| CAS Act. 2: 04/12-13/23 | 50.94 | 41.54 | 7.52 | 0 | 0 |
| CAS Act. 3: 06/14-15/23 | 78 | 18.33 | 3.67 | 0 | 0 |
| CAS Act. 4: 05/11/23 | 77.16 | 19.24 | 3.60 | 0 | 0 |
| CEN Act. 1: 05/11-12/23 | 60.86 | 28.79 | 10.35 | 0 | 0 |
| CIT Act. 1: 03/24/23 | 98.18 | 1.82 | 0 | 0 | 0 |
| CIT Act. 2: 05/12/23 | 93.94 | 6.06 | 0 | 0 | 0 |
| CIT Act. 3: 05/19/23 | 95.45 | 4.55 | 0 | 0 | 0 |
| CIT Act. 4: 05/20/23 | 95.45 | 4.55 | 0 | 0 | 0 |
| CIT Act. 5: 05/26/23 | 94.32 | 5.68 | 0 | 0 | 0 |
| CIT Act. 6: 06/2,9&16/23 | 91.92 | 8.08 | 0 | 0 | 0 |
| CTE Act. 1: 04/27/23 | 94 | 5.75 | .25 | 0 | 0 |
| CTE Act. 2: 05/20/23 | 97.68 | 2.32 | 0 | 0 | 0 |

HUMAN RESOURCE MANAGEMENT
OFFICE

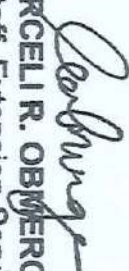
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| | | | | | |
|-------------------------|-------|-------|-------|---|---|
| CAT Act. 1: 03/31/23 | 82.35 | 13.91 | 3.74 | 0 | 0 |
| CAT Act. 2: 04/14/23 | 81.36 | 13.64 | 5 | 0 | 0 |
| CAT Act. 3: 04/18/23 | 81.42 | 14.23 | 4.35 | 0 | 0 |
| INF Act. 1: 04/27-28/23 | 76.36 | 23.64 | 0 | 0 | 0 |
| INF Act. 2: 05/25/23 | 85.45 | 13.94 | .61 | 0 | 0 |
| LUC Act. 1: 05/06/23 | 82.91 | 9.82 | 7.27 | 0 | 0 |
| LUC Act. 2: 05/13/23 | 66.55 | 13.09 | 20.36 | 0 | 0 |
| LUC Act. 3: 05/20/23 | 79.27 | 8.73 | 12 | 0 | 0 |
| LUC Act. 4: 05/27/23 | 90.18 | 6.18 | 3.64 | 0 | 0 |
| LUC Act. 5: 06/03/23 | 74.55 | 17.45 | 8 | 0 | 0 |
| LUC Act. 6: 06/10/23 | 80.36 | 10.18 | 9.46 | 0 | 0 |
| TIA Act. 1: 04/26/23 | 97.5 | 2.5 | 0 | 0 | 0 |
| TIA Act. 2: 05/25/23 | 100 | 0 | 0 | 0 | 0 |
| TIA Act. 3: 05/26/23 | 100 | 0 | 0 | 0 | 0 |

Number of Raters: 989

Prepared by:  **ARCELI R. OBMERGA**
Staff, Extension Services

Noted by:  **DR. LEOMAR C. MIANO**
Director, Extension Services

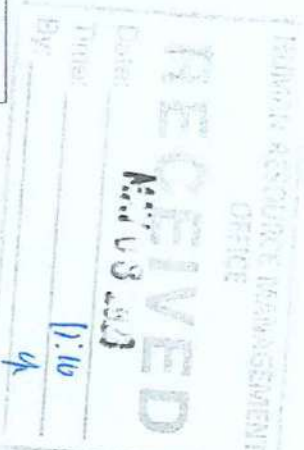
**Percentage Distribution of Client Satisfaction on SLSU Extension Activities
for the 1st Quarter of 2023**

| 1st Quarter 2023 | Excellent | Very Satisfactory | Satisfactory | Fair | Poor |
|------------------------|-----------|-------------------|--------------|------|------|
| OES Act. 1: 03/24/23 | 74.07 | 17.82 | 8.11 | 0 | 0 |
| CABHA Act. 1: 02/16/23 | 77.27 | 22.73 | 0 | 0 | 0 |
| CAG Act. 1: 03/30/23 | 83.67 | 16.33 | 0 | 0 | 0 |
| CAS Act. 1: 01/14/23 | 93.46 | 6.06 | .48 | 0 | 0 |
| CAS Act. 2: 02/08/23 | 87.93 | 12.07 | 0 | 0 | 0 |
| CAS Act. 3: 03/22/23 | 51.79 | 41.07 | 7.14 | 0 | 0 |
| CIT Act. 1: 03/17/23 | 92.05 | 7.95 | 0 | 0 | 0 |
| CIT Act. 2: 03/18/23 | 80.68 | 18.18 | 1.14 | 0 | 0 |
| CIT Act. 3: 03/31/23 | 98.18 | 1.82 | 0 | 0 | 0 |
| CTE Act. 1: 02/10/23 | 94.6 | 3.7 | 1.7 | 0 | 0 |
| INF Act. 1: 02/24/23 | 80.39 | 10.79 | 8.82 | 0 | 0 |
| INF Act. 2: 03/16/23 | 98.46 | 1.54 | 0 | 0 | 0 |
| LUC Act. 1: 02/17/23 | 94.13 | 5.36 | .51 | 0 | 0 |
| TIA Act. 1: 03/22/23 | 100 | 0 | 0 | 0 | 0 |
| TIA Act. 2: 03/23/23 | 100 | 0 | 0 | 0 | 0 |

Number of Raters: 443

Prepared by: *ARCELI R. OBMERGA*
Staff/Extension Services

Noted by: *DR. LEONAR C. MIANO*
Director, Extension Services





Annex C. Justification for Not Using the CSM Harmonized Tool

This is to provide justification for not using the CSM harmonized tool within our operations for the period of January- June 2023. Upon receiving the memo regarding its implementation, we were unfortunately informed at a late stage of the said period, which significantly impacted our ability to seamlessly integrate it into our processes.

Considering this, upon receiving the memo, we sought advice from ARTA (Anti-Red Tape Authority) regarding the matter. Their advice was essential in shaping our decision-making process. ARTA reassured us that continuing to use the existing form, which reflects the service quality dimensions, would be acceptable given the circumstances. Their endorsement provided us with confidence in our approach.

In addition, we have separate report for the Office of Extension Services as they have used their own Client Satisfaction Survey Instrument for the period of January-June 2023. The offices' clients are the community members, so they have used their own evaluation tool tailored for its clientele.

For the months of July to December 2023, we had already transitioned to utilizing the new form issued by the ARTA. We understand the importance of harmonization and standardization and we have already integrated to our process the used of the harmonized tool for the year 2024.

Thank you for your understanding and consideration.



CUSTOMER/CLIENT SATISFACTION SURVEY (CSS) REPORT July to December 2023

I. Overview

Southern Luzon State University as the premier higher education institution in Quezon Province in the Philippines ensures compliance with the national policy on promoting ease of doing business and efficient delivery of government services (R.A. 11032)

The Anti Red Tape Authority (ARTA) developed the harmonized Client Satisfaction Measurement (CSM) for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing.

The Client Satisfaction Survey/Report is a government tool aimed at enhancing efficiency, effectiveness, and citizen trust. It provides verifiable data and evidence for agencies to evaluate the impact of transaction and process changes. Using selected indicators and service dimensions, agencies and citizens assess improvements. Customer satisfaction surveys and complaint management techniques are crucial for understanding client needs, while suggestions from customers and employees bring new ideas to government processes.

II. Scope

SLSU conducted the harmonized Client Satisfaction Measurement Survey from July to December 2023 and was administered by offices/units with external services.

The survey used the standard harmonized CSM questionnaire that includes demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions (SQD):

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Outcome

The services surveyed by the Southern Luzon State University were the following:

| External Service | Responses | Total Transactions |
|---|-----------|--------------------|
| Confirmation and Admission of Students | 502 | 5205 |
| Request for Good Moral Certificate | 246 | 681 |
| Lending of books and other library materials- for non-SLSU clients (high school students) | 50 | 57 |
| Lending of books and other library materials- for non-SLSU clients (college or graduate school student) | 6 | 6 |
| Returning of borrowed books | 93 | 123 |
| Request/claim of tor (transcript of records (grad/2nd copy/board exam, transfer credentials) | 336 | 2682 |



| | | |
|--|-----|---------|
| Request/claim of certification (diploma, graduation, enrollment, CAV, GWA, CARMA, units earned, EMI, SPES/DOST, PD907, equivalency of grades, verification of records) | 198 | 407 |
| Request/claim of authentication (TOR, diploma and registration form) | 256 | 769 |
| Delivery Inspection and Acceptance | 60 | 100 |
| Medical and Dental Consultation | 353 | 4582 |
| Procurement process | 52 | 60 |
| Procurement of goods, infrastructure, consultancy and through public bidding | 30 | 32 |
| Signing of student clearance and issuance of examination permit | 90 | 90 |
| Collecting fees | 291 | 13, 143 |
| Expanded modified direct payment scheme (checkless payment) | 26 | 108 |
| Payment through check | 145 | 2, 293 |
| Request for training, community outreach, technical assistance and special projects | 8 | 8 |
| Request for manuscript similarity examination | 35 | 37 |
| Request for endorsement of patent/ utility model/ industrial design application | 2 | 2 |

A total of 2,779 individuals were surveyed and responded to the Client Satisfaction Measurement form, representing 9.15% of the 30,385 total transactions.

III. Methodology

The Client Satisfaction Survey offers an objective performance that acts as the foundation for personnel actions and to continually stimulate improvement in employees' performance, efficiency, and organizational effectiveness and productivity.

For on-site clients, the clerk of the campus/college/office/unit will hand you a Client Satisfaction Measurement Form for after every completed transaction, and you'll hand it back folded after you rate the CSM form the office you visited. The client(s) may also place the answered CSM form in the suggestion box located at the office or department on university property after the transaction. For transactions that are done remotely, units/offices were given the option to survey the clients through online.

The eight (8) Service Quality Dimensions (SQD) were scored using a Five (5) Point Likert Scale with smileys/emoticons corresponding to the scale for better visualization and prevent confusion on the corresponding rating.

| Scale | Rating |
|-------|----------------------------|
| 5 | Strongly Agree |
| 4 | Agree |
| 3 | Neither Agree nor Disagree |
| 2 | Disagree |
| 1 | Strongly Disagree |

The Overall score for the 8 SQD s were computed based on the following formula:



Overall Score= $\frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$

The interpretation of the results are as follows:

| Percentage | Rating |
|----------------|-------------------|
| Below 60.0% | Poor |
| 60.0 %- 79.9% | Fair |
| 80.0 %- 89.9 % | Satisfactory |
| 90.0 %- 94.9 % | Very Satisfactory |
| 95.0 %- 100 % | Outstanding |

IV. Data and Interpretation

A. Demographic Profile

Most respondents of Southern Luzon State University's Client Satisfaction Survey were age 19-25 years old having the highest demographic proportion of 60.27% and women/female are more likely to complete the feedback form, with a total frequency of 1,517 responses, or 54.59% of all respondents.

| Age | External | Overall |
|--------------------|----------|---------|
| 6 to 12 years old | 1 | 0.04% |
| 13 to 18 years old | 539 | 19.40% |
| 19 to 25 years old | 1675 | 60.27% |
| 26 to 39 years old | 345 | 12.41% |
| 40 to 64 years old | 129 | 4.64% |
| 65+ years old | 0 | 0.00% |
| Did not specify | 90 | 3.24% |
| Sex | External | Overall |
| Male | 1088 | 39.15% |
| Female | 1517 | 54.59% |
| Did not specify | 174 | 6.26% |

Most respondents totaling to 2,423 or 87.19% of the entire survey are from Region IV-A (CALABARZON) and the total of 0.44% are from Region IV-B and NCR while 12.38% did not specify their region.

| Region | External | Overall |
|-------------|----------|---------|
| Region I | 0 | 0.00% |
| Region II | 0 | 0.00% |
| Region III | 0 | 0.00% |
| Region IV-A | 2423 | 87.19% |
| Region IV-B | 1 | 0.04% |
| MIMAROPA | 0 | 0.00% |
| Region V | 0 | 0.00% |
| Region VI | 0 | 0.00% |
| Region VII | 0 | 0.00% |
| Region VIII | 0 | 0.00% |
| Region IX | 0 | 0.00% |
| Region X | 0 | 0.00% |
| Region XI | 0 | 0.00% |
| Region XII | 0 | 0.00% |
| Region XIII | 0 | 0.00% |
| NCR | 11 | 0.40% |
| CAR | 0 | 0.00% |



| | | |
|-----------------|-----|--------|
| BARMM | 0 | 0.00% |
| Did not specify | 344 | 12.38% |

Most respondents of the CSM survey of Southern Luzon State University are students/citizens which covers 85.25% of the total 2,779 respondents.

| Customer Type | External | Overall |
|-----------------|----------|---------|
| Citizen | 2369 | 85.25% |
| Business | 57 | 2.05% |
| Government | 150 | 5.40% |
| Did not specify | 203 | 7.30% |

B. Count of CC and SQD results

Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. As shown below, the respondents of Southern Luzon State University are aware of the Citizens Charter of the office that they transacted to.

In awareness (CC.1- CC1. I know what a CC is, and I saw this office's CC) 66.70%, visibility (CC2. Easy to see)70.28% and usefulness (CC3.Helped very much) 73.74%.

| Citizen's charter Answers | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 1829 | 66.70% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 304 | 11.09% |
| CC1. I learned of the CC only when I saw this office's CC | 320 | 11.67% |
| CC1. I do not know what a CC is, and I did not see one in this office | 289 | 10.54% |
| CC2. Easy to see | 1927 | 70.28% |
| CC2. Somewhat easy to see | 436 | 15.90% |
| CC2. Difficult to see | 72 | 2.63% |
| CC2. Not visible at all | 49 | 1.79% |
| CC2. N/A | 258 | 9.41% |
| CC3. Helped very much | 2022 | 73.74% |
| CC3. Somewhat helped | 434 | 15.83% |
| CC3. Did not help | 23 | 0.84% |
| CC3. N/A | 263 | 9.59% |

As shown on the table below, most of the client surveyed were extremely satisfied with Southern Luzon State University in terms of the eight (8) service quality dimensions, having rating that range from 97.90 % to 98.99% which is equivalent to Outstanding.

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------------|---------|
| SQD0 | 12 | 3 | 19 | 802 | 1898 | 8 | 2742 | 98.76% |



| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Total Responses | Overall |
|----------------------------|-------------------|-----------|----------------------------|--------------|----------------|------------|-----------------|---------------|
| Responsiveness | 7 | 8 | 43 | 888 | 1817 | 16 | 2779 | 97.90% |
| Reliability | 8 | 0 | 20 | 838 | 1902 | 11 | 2779 | 98.99% |
| Access and Facilities | 6 | 1 | 41 | 824 | 1852 | 55 | 2779 | 98.24% |
| Communication | 7 | 1 | 41 | 930 | 1777 | 23 | 2779 | 98.22% |
| Costs | 11 | 10 | 52 | 702 | 1595 | 409 | 2779 | 96.92% |
| Integrity | 6 | 3 | 34 | 757 | 1944 | 35 | 2779 | 98.43% |
| Assurance | 7 | 3 | 23 | 889 | 1850 | 7 | 2779 | 98.81% |
| Outcome | 6 | 2 | 25 | 838 | 1885 | 23 | 2779 | 98.80% |
| Overall | 58 | 28 | 279 | 6,666 | 14,622 | 579 | 22,232 | 98.31% |

C. Overall score per service

The scores per service shows how satisfied the respondents are with the external service that they have availed. Having scores that range from 91.07% to 100%. While one service (Request for endorsement of patent/ utility model/ industrial design application) garnered the lowest score of 86.67% or Satisfactory.

The table below shows the overall rating of each external service surveyed.

| External Services | Overall Rating |
|--|----------------|
| Confirmation and Admission of Students | 98.73 % |
| Request for Good Moral Certificate | 94.98 % |
| Lending of books and other library materials- for non-SLSU clients (high school students) | 95.17 % |
| Lending of books and other library materials- for non-SLSU clients (college or graduate school student) | 97.67 % |
| Returning of borrowed books | 97.35 % |
| Request/claim of tor (transcript of records grad/2nd copy/board exam, transfer credentials) | 99.29 % |
| Request/claim of certification (diploma, graduation, enrollment, CAV, GWA, CARMA, units earned, EMI, SPES/DOST, PD907, equivalency of grades, verification of records) | 100 % |
| Request/claim of authentication (TOR, diploma and registration form) | 100 % |
| Delivery Inspection and Acceptance | 100 % |
| Medical and Dental Consultation | 95.52% |
| Procurement process | 98.05 % |
| Procurement of goods, infrastructure, consultancy and through public bidding | 100 % |
| Signing of student clearance and issuance of examination permit | 99.86 % |
| Collecting fees | 99.48 % |
| Expanded modified direct payment scheme (checkless payment) | 100 % |
| Payment through check | 99.82 % |
| Request for training, community outreach, technical assistance and special projects | 100 % |
| Request for manuscript similarity examination | 91.07 % |
| Request for endorsement of patent/ utility model/ industrial design application | 86.67 % |
| OVERALL TOTAL | 97.56% |



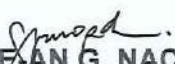
V. Results of the Agency Action Plan reported for FY 2022

- SLSU Employees Association in collaboration with Civil Service Commission conducted seminar on Republic Act (RA) 6713 - "Code of Conduct and Ethical Standards for Public Officials and Employees". The rationale for conducting the said seminar rooted in the need to ensure that the actions and decisions of those in the public sector are guided by the highest principles of integrity, accountability, and transparency

VI. Continuous Agency Improvement Plan for FY 2024

- Provide training/orientation to staffs on how to utilize and prepare summary of survey results effectively.
- Compare satisfaction scores from previous years' data to identify areas/services that needs improvement.

Prepared by:


JULIE ANN G. NACORDA
Administrative Aide III

Noted by:


GINO A. CABRERA, Rpm
Head, Human Resource Management Office

Approved by:


FREDERICK T. VILLA, DT
University President



Annex A. Survey Questionnaire/s Used

Control No: _____



SOUTHERN LUZON STATE UNIVERSITY
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____
Region of residence: _____ Service Aailed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.






CC1 Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is, and I saw this office's CC.
☐ 2. I know what a CC is, but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that the best corresponds to your answer.

| |  |  |  |  |  | N/A Not Applicable |
|--|---|---|---|--|---|--------------------------|
| SQD0. I am satisfied with the service that I availed. | | | | | | |
| SQD1. I spent a reasonable amount of time for my transaction. | | | | | | |
| SQD2. The office followed the transaction's requirements and steps based on the information provided. | | | | | | |
| SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. | | | | | | |
| SQD4. I easily found information about my transaction from the office or its website. | | | | | | |
| SQD5. I paid a reasonable amount of fees for my transactions. | | | | | | |
| SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. | | | | | | |
| SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. | | | | | | |
| SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. | | | | | | |

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANKYOU!

SP-SLSU-3.0F1, rev. 0
Effective: 08/07/2023



(Online version)



SOUTHERN LUZON STATE UNIVERSITY
HELP US SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.






Age: _____ Sex: _____ Religion: _____
Agency visited: _____
Service availed: _____
Customer type (Citizen, Business or Government?): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.

- CC1** Do you know about the Citizen's Charter (document of an agency's services and res.)?
☐ 1. Yes, aware before my transaction with this office.
☐ 2. Yes, but aware only when I saw the CC of this office.
☐ 3. No, not aware of the CC (Skip questions CC2 and CC3).
- CC2** If Yes to the previous question, did you see this office's Citizen Charter?
☐ 1. Yes, the CC was easy to find
☐ 2. Yes, but the CC was hard to find
☐ 3. No, I did not see this office's CC (Skip question CC3)
- CC3** If Yes to the previous question, did you use the Citizen Charter as a guide for the service/s you availed?
☐ 1. Yes, I was able to use the CC
☐ 2. No, I was not able to use the CC because _____

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer.

| Strongly Disagree (SD) | Disagree | Neither Agree nor Disagree (NAD) | Agree (A) | Strongly Agree (SA) |
|------------------------|----------|----------------------------------|-----------|---------------------|
| 1 | 2 | 3 | 4 | 5 |

| |  Strongly Disagree |  Disagree |  Neither Agree nor Disagree |  Agree |  Strongly Agree |
|--|---|--|---|---|--|
| SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness) | 1 | 2 | 3 | 4 | 5 |
| SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability) | 1 | 2 | 3 | 4 | 5 |
| SQD3. My online transaction (including steps and payment) was simple and convenient (Access and Facilities) | 1 | 2 | 3 | 4 | 5 |
| SQD4. I easily found information about my transaction from the office or its website (Communication) | 1 | 2 | 3 | 4 | 5 |
| SQD5. I paid an acceptable amount of fees for my transaction (Costs) | 1 | 2 | 3 | 4 | 5 |
| SQD6. I am confident my online transaction was secure (Integrity) | 1 | 2 | 3 | 4 | 5 |
| SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance) | 1 | 2 | 3 | 4 | 5 |
| SQD8. I got what I needed from the government office (Outcome) | 1 | 2 | 3 | 4 | 5 |

Remarks (optional):



ANNEX B. CSM RESULTS PER OFFICE

1. ACCOUNTING OFFICE

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 57 | 63.33% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 9 | 10.00% |
| CC1. I learned of the CC only when I saw this office's CC | 13 | 14.44% |
| CC1. I do not know what a CC is, and I did not see one in this office | 11 | 12.22% |
| CC2. Easy to see | 60 | 66.67% |
| CC2. Somewhat easy to see | 15 | 16.67% |
| CC2. Difficult to see | 2 | 2.22% |
| CC2. Not visible at all | 1 | 1.11% |
| CC2. N/A | 12 | 13.33% |
| CC3. Helped very much | 67 | 74.44% |
| CC3. Somewhat helped | 9 | 10.00% |
| CC3. Did not help | 1 | 1.11% |
| CC3. N/A | 13 | 14.44% |

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 29 | 61 | 0 | 90 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 42 | 48 | 0 | 90 | 100.00% |
| Reliability | 0 | 0 | 1 | 29 | 60 | 0 | 90 | 98.89% |
| Access and Facilities | 0 | 0 | 0 | 35 | 55 | 0 | 90 | 100.00% |
| Communication | 0 | 0 | 0 | 34 | 56 | 0 | 90 | 100.00% |
| Costs | 0 | 0 | 0 | 30 | 60 | 0 | 90 | 100.00% |
| Integrity | 0 | 0 | 0 | 21 | 69 | 0 | 90 | 100.00% |
| Assurance | 0 | 0 | 0 | 24 | 66 | 0 | 90 | 100.00% |
| Outcome | 0 | 0 | 0 | 20 | 70 | 0 | 90 | 100.00% |
| Overall | 0 | 0 | 1 | 235 | 484 | 0 | 720 | 99.86% |

| External Service | Responses | Total Transactions |
|---|-----------|--------------------|
| Signing of student clearance and issuance of examination permit | 90 | 90 |



2. CASHIER'S OFFICE

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 369 | 79.87% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 83 | 17.97% |
| CC1. I learned of the CC only when I saw this office's CC | 10 | 2.16% |
| CC1. I do not know what a CC is, and I did not see one in this office | 0 | 0.00% |
| CC2. Easy to see | 365 | 79.00% |
| CC2. Somewhat easy to see | 95 | 20.56% |
| CC2. Difficult to see | 2 | 0.43% |
| CC2. Not visible at all | 0 | 0.00% |
| CC2. N/A | 0 | 0.00% |
| CC3. Helped very much | 390 | 84.42% |
| CC3. Somewhat helped | 72 | 15.58% |
| CC3. Did not help | 0 | 0.00% |
| CC3. N/A | 0 | 0.00% |

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| SQD 0 | 0 | 0 | 1 | 103 | 358 | 0 | 462 | 99.78% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 3 | 111 | 348 | 0 | 462 | 99.35% |
| Reliability | 0 | 0 | 2 | 116 | 344 | 0 | 462 | 99.57% |
| Access and Facilities | 0 | 0 | 3 | 115 | 344 | 0 | 462 | 99.35% |
| Communication | 0 | 0 | 1 | 106 | 355 | 0 | 462 | 99.78% |
| Costs | 0 | 0 | 2 | 86 | 339 | 35 | 462 | 99.53% |
| Integrity | 0 | 0 | 1 | 72 | 370 | 19 | 462 | 99.77% |
| Assurance | 0 | 0 | 1 | 78 | 383 | 0 | 462 | 99.78% |
| Outcome | 0 | 0 | 1 | 71 | 390 | 0 | 462 | 99.78% |
| Overall | 0 | 0 | 14 | 755 | 2873 | 54 | 3696 | 99.62% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|--|-----------|--------------------|
| Collecting fees | 291 | 13,143 |
| Disbursement to suppliers/creditors | | |
| A. Expanded modified direct payment scheme (checkless payment) | 26 | 108 |
| B. Payment through check | 145 | 2,293 |



3. EXTENSION OFFICE

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 0 | 0.00% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 6 | 100.00% |
| CC1. I learned of the CC only when I saw this office's CC | 0 | 0.00% |
| CC1. I do not know what a CC is, and I did not see one in this office | 2 | 33.33% |
| CC2. Easy to see | 0 | 0.00% |
| CC2. Somewhat easy to see | 0 | 0.00% |
| CC2. Difficult to see | 0 | 0.00% |
| CC2. Not visible at all | 8 | 133.33% |
| CC2. N/A | 0 | 0.00% |
| | | 0.00% |
| CC3. Helped very much | 0 | |
| CC3. Somewhat helped | 5 | 83.33% |
| CC3. Did not help | 3 | 50.00% |
| CC3. N/A | 0 | 0.00% |

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Reliability | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Access and Facilities | 0 | 0 | 0 | 0 | 0 | 8 | 8 | #DIV/0! |
| Communication | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Costs | 0 | 0 | 0 | 0 | 0 | 8 | 8 | #DIV/0! |
| Integrity | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Assurance | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Outcome | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 100.00% |
| Overall | 0 | 0 | 0 | 0 | 48 | 16 | 64 | 100.00% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|---|-----------|--------------------|
| Request for training, community outreach, technical assistance and special projects | 8 | 8 |



4. INNOVATION AND TECHNOLOGY SUPPORT SERVICES OFFICE

| EXTERNAL SERVICES | Responses | Percentage |
|---|-----------|------------|
| CC1. Yes, aware before my transaction with this office | 12 | 32.43% |
| CC1. Yes, but aware only when I saw the CC of this office | 4 | 10.81% |
| CC1. No, not aware of the CC (Skip questions CC2 and CC3) | 17 | 45.95% |
| DID NOT SPECIFY | 4 | 10.81% |
| CC2. Yes, the CC was easy to find | 11 | 29.73% |
| CC2. Yes, but the CC was hard to find | 3 | 8.11% |
| CC2. No, I did not see this office's CC (Skip question CC3) | 10 | 27.03% |
| DID NOT SPECIFY | 13 | 35.14% |
| CC3. Yes, I was able to use the CC | 6 | 16.22% |
| CC3. No, I was not able to use the CC because | 13 | 35.14% |
| DID NOT SPECIFY | 18 | 48.65% |

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|---|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | | | | | | | 0 | #DIV/0! |
| THEY HAVE USED THE FIRST ISSUED FORM FOR ONLINE SURVEY FORM | | | | | | | | |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 10 | 27 | 0 | 37 | 100.00% |
| Reliability | 0 | 0 | 0 | 10 | 26 | 1 | 37 | 100.00% |
| Access and Facilities | 0 | 0 | 2 | 10 | 25 | 0 | 37 | 94.59% |
| Communication | 0 | 0 | 2 | 12 | 23 | 0 | 37 | 94.59% |
| Costs | 0 | 5 | 13 | 8 | 11 | 0 | 37 | 51.35% |
| Integrity | 0 | 0 | 1 | 10 | 26 | 0 | 37 | 97.30% |
| Assurance | 0 | 0 | 2 | 7 | 28 | 0 | 37 | 94.59% |
| Outcome | 0 | 0 | 2 | 8 | 27 | 0 | 37 | 94.59% |
| Overall | 0 | 5 | 22 | 75 | 193 | 1 | 296 | 90.85% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|---|-----------|--------------------|
| Request for manuscript similarity examination | 35 | 37 |
| Request for endorsement of patent/ utility model/ industrial design application | 2 | 2 |



5. UNIVERSITY LIBRARY

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 50 | 33.56% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 11 | 7.38% |
| CC1. I learned of the CC only when I saw this office's CC | 51 | 34.23% |
| CC1. I do not know what a CC is, and I did not see one in this office | 37 | 24.83% |
| CC2. Easy to see | 53 | 35.57% |
| CC2. Somewhat easy to see | 49 | 32.89% |
| CC2. Difficult to see | 8 | 5.37% |
| CC2. Not visible at all | 1 | 0.67% |
| CC2. N/A | 38 | 25.50% |
| CC3. Helped very much | 63 | 42.28% |
| CC3. Somewhat helped | 45 | 30.20% |
| CC3. Did not help | 1 | 0.67% |
| CC3. N/A | 40 | 26.85% |

LENDING OF BOOKS AND OTHER LIBRARY MATERIALS- FOR NON-SLSU CLIENTS (HIGHSCHOOL STSUDENTS)

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 25 | 25 | 0 | 50 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 4 | 29 | 17 | 0 | 50 | 92.00% |
| Reliability | 0 | 0 | 0 | 24 | 26 | 0 | 50 | 100.00% |
| Access and Facilities | 0 | 0 | 4 | 23 | 23 | 0 | 50 | 92.00% |
| Communication | 0 | 0 | 0 | 35 | 15 | 0 | 50 | 100.00% |
| Costs | 0 | 0 | 0 | 3 | 1 | 46 | 50 | 100.00% |
| Integrity | 0 | 0 | 6 | 19 | 25 | 0 | 50 | 88.00% |
| Assurance | 0 | 0 | 1 | 26 | 23 | 0 | 50 | 98.00% |
| Outcome | 0 | 0 | 2 | 29 | 17 | 2 | 50 | 95.83% |
| Overall | 0 | 0 | 17 | 188 | 147 | 48 | 400 | 95.17% |

LENDING OF BOOKS AND OTHER LIBRARY MATERIALS- FOR NON-SLSU CLIENTS (COLLEGE OR GRADUATE SCHOOL STUDENT)

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 3 | 3 | 0 | 6 | 100.00% |



| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| Responsiveness | 0 | 0 | 0 | 4 | 2 | 0 | 6 | 100.00% |
| Reliability | 0 | 0 | 0 | 3 | 3 | 0 | 6 | 100.00% |
| Access and Facilities | 0 | 0 | 1 | 4 | 1 | 0 | 6 | 83.33% |
| Communication | 0 | 0 | 0 | 4 | 1 | 1 | 6 | 100.00% |
| Costs | 0 | 0 | 0 | 1 | 1 | 4 | 6 | 100.00% |
| Integrity | 0 | 0 | 0 | 4 | 2 | 0 | 6 | 100.00% |
| Assurance | 0 | 0 | 0 | 4 | 2 | 0 | 6 | 100.00% |
| Outcome | 0 | 0 | 0 | 4 | 2 | 0 | 6 | 100.00% |
| Overall | 0 | 0 | 1 | 28 | 14 | 5 | 48 | 97.67% |

| RETURNING OF BORROWED BOOKS | | | | | | | | |
|-----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| SQD 0 | 0 | 0 | 2 | 30 | 61 | 0 | 93 | 97.85% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 1 | 35 | 56 | 1 | 93 | 98.91% |
| Reliability | 0 | 0 | 2 | 31 | 59 | 1 | 93 | 97.83% |
| Access and Facilities | 0 | 0 | 2 | 43 | 46 | 2 | 93 | 97.80% |
| Communication | 0 | 0 | 4 | 35 | 52 | 2 | 93 | 95.60% |
| Costs | 0 | 0 | 2 | 17 | 23 | 51 | 93 | 95.24% |
| Integrity | 0 | 0 | 4 | 29 | 59 | 1 | 93 | 95.65% |
| Assurance | 0 | 0 | 1 | 30 | 61 | 1 | 93 | 98.91% |
| Outcome | 0 | 0 | 2 | 36 | 49 | 6 | 93 | 97.70% |
| Overall | 0 | 0 | 18 | 256 | 405 | 65 | 744 | 97.35% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|---|-----------|--------------------|
| Lending of books and other library materials- for non-slsu clients (highschool students) | 50 | 57 |
| Lending of books and other library materials- for non-slsu clients (college or graduate school student) | 6 | 6 |
| Returning of borrowed books | 93 | 123 |



6. UNIVERSITY REGISTRAR

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 602 | 76.20% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 108 | 13.67% |
| CC1. I learned of the CC only when I saw this office's CC | 43 | 5.44% |
| CC1. I do not know what a CC is, and I did not see one in this office | 37 | 4.68% |
| CC2. Easy to see | 678 | 85.82% |
| CC2. Somewhat easy to see | 47 | 5.95% |
| CC2. Difficult to see | 27 | 3.42% |
| CC2. Not visible at all | 21 | 2.66% |
| CC2. N/A | 17 | 2.15% |
| CC3. Helped very much | 637 | 80.63% |
| CC3. Somewhat helped | 133 | 16.84% |
| CC3. Did not help | 4 | 0.51% |
| CC3. N/A | 16 | 2.03% |

REQUEST/CLAIM OF TOR (TRANSCRIPT OF RECORDS (GRAD/2ND COPY/BOARD EXAM, TRANSFER CREDENTIALS))

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 60 | 275 | 1 | 336 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 48 | 287 | 1 | 336 | 100.00% |
| Reliability | 0 | 0 | 0 | 85 | 250 | 1 | 336 | 100.00% |
| Access and Facilities | 0 | 0 | 1 | 57 | 277 | 1 | 336 | 99.70% |
| Communication | 0 | 0 | 1 | 136 | 198 | 1 | 336 | 99.70% |
| Costs | 0 | 0 | 1 | 75 | 259 | 1 | 336 | 99.70% |
| Integrity | 0 | 0 | 3 | 79 | 252 | 2 | 336 | 99.10% |
| Assurance | 0 | 1 | 5 | 129 | 200 | 1 | 336 | 98.21% |
| Outcome | 0 | 1 | 6 | 50 | 278 | 1 | 336 | 97.91% |
| Overall | 0 | 2 | 17 | 659 | 2001 | 9 | 2688 | 99.29% |

REQUEST/CLAIM OF CERTIFICATION (DIPLOMA, GRADUATION, ENROLLMENT, CAV, GWA, CARMA, UNITS EARNED, EMI, SPES/DOST, PD907, EQUIVALENCY OF GRADES, VERIFICATION OF RECORDS)

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 11 | 187 | | 198 | 100.00% |



| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| Responsiveness | 0 | 0 | 0 | 11 | 187 | 0 | 198 | 100.00% |
| Reliability | 0 | 0 | 0 | 13 | 185 | 0 | 198 | 100.00% |
| Access and Facilities | 0 | 0 | 0 | 38 | 160 | 0 | 198 | 100.00% |
| Communication | 0 | 0 | 0 | 27 | 171 | 0 | 198 | 100.00% |
| Costs | 0 | 0 | 0 | 30 | 168 | 0 | 198 | 100.00% |
| Integrity | 0 | 0 | 0 | 45 | 153 | 0 | 198 | 100.00% |
| Assurance | 0 | 0 | 0 | 40 | 158 | 0 | 198 | 100.00% |
| Outcome | 0 | 0 | 0 | 46 | 152 | 0 | 198 | 100.00% |
| Overall | 0 | 0 | 0 | 250 | 1334 | 0 | 1584 | 100.00% |

REQUEST/CLAIM OF AUTHENTICATION (TOR, DIPLOMA AND REGISTRATION FORM)

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 107 | 149 | 0 | 256 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 130 | 126 | 0 | 256 | 100.00% |
| Reliability | 0 | 0 | 0 | 97 | 159 | 0 | 256 | 100.00% |
| Access and Facilities | 0 | 0 | 0 | 52 | 204 | 0 | 256 | 100.00% |
| Communication | 0 | 0 | 0 | 86 | 170 | 0 | 256 | 100.00% |
| Costs | 0 | 0 | 0 | 37 | 219 | 0 | 256 | 100.00% |
| Integrity | 0 | 0 | 0 | 91 | 165 | 0 | 256 | 100.00% |
| Assurance | 0 | 0 | 0 | 151 | 105 | 0 | 256 | 100.00% |
| Outcome | 0 | 0 | 0 | 113 | 143 | 0 | 256 | 100.00% |
| Overall | 0 | 0 | 0 | 757 | 1291 | 0 | 2048 | 100.00% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|--|-----------|--------------------|
| Request/claim of tor (transcript of records (grad/2nd copy/board exam, transfer credentials) | 336 | 2682 |
| Request/claim of certification (diploma, graduation, enrollment, cav, gwa, carma, units earned, emi, spes/dost, pd907, equivalency of grades, verification of records) | 198 | 407 |
| Request/claim of authentication (tor, diploma and registration form) | 256 | 769 |



7. OFFICE OF STUDENT AFFAIRS AND SERVICES

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 373 | 49.87% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 70 | 9.36% |
| CC1. I learned of the CC only when I saw this office's CC | 144 | 19.25% |
| CC1. I do not know what a CC is, and I did not see one in this office | 161 | 21.52% |
| CC2. Easy to see | 377 | 50.40% |
| CC2. Somewhat easy to see | 176 | 23.53% |
| CC2. Difficult to see | 23 | 3.07% |
| CC2. Not visible at all | 11 | 1.47% |
| CC2. N/A | 161 | 21.52% |
| CC3. Helped very much | 474 | 63.37% |
| CC3. Somewhat helped | 104 | 13.90% |
| CC3. Did not help | 7 | 0.94% |
| CC3. N/A | 163 | 21.79% |

REQUEST FOR COPY OF GOOD MORAL CERTIFICATE

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| SQD 0 | 0 | 1 | 10 | 77 | 152 | 6 | 246 | 95.42% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 3 | 12 | 81 | 145 | 5 | 246 | 93.78% |
| Reliability | 0 | 0 | 7 | 79 | 155 | 5 | 246 | 97.10% |
| Access and Facilities | 0 | 0 | 15 | 79 | 138 | 14 | 246 | 93.53% |
| Communication | 0 | 1 | 10 | 89 | 139 | 7 | 246 | 95.40% |
| Costs | 0 | 3 | 18 | 75 | 99 | 51 | 246 | 89.23% |
| Integrity | 0 | 2 | 11 | 76 | 153 | 4 | 246 | 94.63% |
| Assurance | 0 | 1 | 6 | 78 | 157 | 4 | 246 | 97.11% |
| Outcome | 0 | 0 | 5 | 91 | 145 | 5 | 246 | 97.93% |
| Overall | 0 | 10 | 84 | 648 | 1131 | 95 | 1968 | 94.98% |

CONFIRMATION AND ADMISSION OF STUDENTS

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| SQD 0 | 0 | 0 | 4 | 267 | 231 | 0 | 502 | 99.20% |



| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| Responsiveness | 0 | 0 | 12 | 278 | 212 | 0 | 502 | 97.61% |
| Reliability | 0 | 0 | 4 | 238 | 260 | 0 | 502 | 99.20% |
| Access and Facilities | 0 | 0 | 9 | 291 | 200 | 2 | 502 | 98.20% |
| Communication | 0 | 0 | 4 | 270 | 227 | 1 | 502 | 99.20% |
| Costs | 0 | 0 | 11 | 284 | 195 | 12 | 502 | 97.76% |
| Integrity | 0 | 0 | 4 | 236 | 262 | 0 | 502 | 99.20% |
| Assurance | 0 | 0 | 3 | 231 | 268 | 0 | 502 | 99.40% |
| Outcome | 0 | 0 | 4 | 277 | 220 | 1 | 502 | 99.20% |
| Overall | 0 | 0 | 51 | 2105 | 1844 | 16 | 4016 | 98.73% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|--|-----------|--------------------|
| Confirmation and admission of students | 502 | 5205 |
| Request for copy of good moral certificate | 246 | 681 |

8. PROCUREMENT

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 70 | 85.37% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 6 | 7.32% |
| CC1. I learned of the CC only when I saw this office's CC | 4 | 4.88% |
| CC1. I do not know what a CC is, and I did not see one in this office | 2 | 2.44% |
| | | |
| CC2. Easy to see | 56 | 68.29% |
| CC2. Somewhat easy to see | 16 | 19.51% |
| CC2. Difficult to see | 8 | 9.76% |
| CC2. Not visible at all | 2 | 2.44% |
| CC2. N/A | 0 | 0.00% |
| | | |
| CC3. Helped very much | 59 | 71.95% |
| CC3. Somewhat helped | 20 | 24.39% |
| CC3. Did not help | 0 | 0.00% |
| CC3. N/A | 3 | 3.66% |

| PROCUREMENT PROCESS | | | | | | | | |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| SQD 0 | 0 | 0 | 1 | 6 | 45 | 0 | 52 | 98.08% |
| | | | | | | | | |



| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| Responsiveness | 0 | 0 | 1 | 12 | 38 | 1 | 52 | 98.04% |
| Reliability | 0 | 0 | 1 | 9 | 40 | 2 | 52 | 98.00% |
| Access and Facilities | 0 | 0 | 1 | 7 | 44 | 0 | 52 | 98.08% |
| Communication | 0 | 0 | 1 | 10 | 41 | 0 | 52 | 98.08% |
| Costs | 0 | 0 | 1 | 7 | 42 | 2 | 52 | 98.00% |
| Integrity | 0 | 0 | 1 | 7 | 44 | 0 | 52 | 98.08% |
| Assurance | 0 | 0 | 1 | 6 | 45 | 0 | 52 | 98.08% |
| Outcome | 0 | 0 | 1 | 9 | 42 | 0 | 52 | 98.08% |
| Overall | 0 | 0 | 8 | 67 | 336 | 5 | 416 | 98.05% |

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLIC BIDDING

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 7 | 23 | 0 | 30 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 6 | 24 | 0 | 30 | 100.00% |
| Reliability | 0 | 0 | 0 | 2 | 28 | 0 | 30 | 100.00% |
| Access and Facilities | 0 | 0 | 0 | 4 | 24 | 2 | 30 | 100.00% |
| Communication | 0 | 0 | 0 | 7 | 22 | 1 | 30 | 100.00% |
| Costs | 0 | 0 | 0 | 6 | 21 | 3 | 30 | 100.00% |
| Integrity | 0 | 0 | 0 | 3 | 27 | 0 | 30 | 100.00% |
| Assurance | 0 | 0 | 0 | 4 | 26 | 0 | 30 | 100.00% |
| Outcome | 0 | 0 | 0 | 3 | 27 | 0 | 30 | 100.00% |
| Overall | 0 | 0 | 0 | 35 | 199 | 6 | 240 | 100.00% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|--|-----------|--------------------|
| Procurement process | 52 | 60 |
| Procurement of goods, infrastructure, consultancy and through public bidding | 30 | 32 |



9. SUPPLY AND PROPERTY OFFICE

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 43 | 71.67% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 0 | 0.00% |
| CC1. I learned of the CC only when I saw this office's CC | 17 | 28.33% |
| CC1. I do not know what a CC is, and I did not see one in this office | 0 | 0.00% |
| CC2. Easy to see | 58 | 96.67% |
| CC2. Somewhat easy to see | 2 | 3.33% |
| CC2. Difficult to see | 0 | 0.00% |
| CC2. Not visible at all | 0 | 0.00% |
| CC2. N/A | 0 | 0.00% |
| CC3. Helped very much | 43 | 71.67% |
| CC3. Somewhat helped | 17 | 28.33% |
| CC3. Did not help | 0 | 0.00% |
| CC3. N/A | 0 | 0.00% |

DELIVERY INSPECTION AND ACCEPTANCE

| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|---------|
| SQD 0 | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Reliability | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Access and Facilities | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Communication | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Costs | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Integrity | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Assurance | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Outcome | 0 | 0 | 0 | 0 | 60 | 0 | 60 | 100.00% |
| Overall | 0 | 0 | 0 | 0 | 480 | 0 | 480 | 100.00% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|------------------------------------|-----------|--------------------|
| Delivery inspection and acceptance | 60 | 100 |



10. UNIVERSITY HEALTH SERVICES

| CITIZEN'S CHARTER | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is, and I saw this office's CC | 265 | 75.07% |
| CC1. I know what a CC is, but I did NOT see this office's CC | 11 | 3.12% |
| CC1. I learned of the CC only when I saw this office's CC | 38 | 10.76% |
| CC1. I do not know what a CC is, and I did not see one in this office | 39 | 11.05% |
| CC2. Easy to see | 280 | 79.32% |
| CC2. Somewhat easy to see | 36 | 10.20% |
| CC2. Difficult to see | 2 | 0.57% |
| CC2. Not visible at all | 5 | 1.42% |
| CC2. N/A | 30 | 8.50% |
| CC3. Helped very much | 289 | 81.87% |
| CC3. Somewhat helped | 29 | 8.22% |
| CC3. Did not help | 7 | 1.98% |
| CC3. N/A | 28 | 7.93% |

| MEDICAL AND DENTAL CONSULTATION | | | | | | | | |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| SQD 0 | 12 | 2 | 1 | 77 | 260 | 1 | 353 | 95.74% |
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | Responses | Rating |
| Responsiveness | 7 | 5 | 10 | 89 | 234 | 8 | 353 | 93.62% |
| Reliability | 8 | 0 | 3 | 77 | 264 | 1 | 353 | 96.88% |
| Access and Facilities | 6 | 1 | 3 | 77 | 240 | 26 | 353 | 96.94% |
| Communication | 7 | 0 | 18 | 76 | 242 | 10 | 353 | 92.71% |
| Costs | 11 | 2 | 4 | 28 | 112 | 196 | 353 | 89.17% |
| Integrity | 6 | 1 | 3 | 70 | 264 | 9 | 353 | 97.09% |
| Assurance | 7 | 1 | 3 | 75 | 266 | 1 | 353 | 96.88% |
| Outcome | 6 | 1 | 2 | 83 | 253 | 8 | 353 | 97.39% |
| Overall | 58 | 11 | 46 | 575 | 1875 | 259 | 2824 | 95.52% |

| EXTERNAL SERVICES | RESPONSES | TOTAL TRANSACTIONS |
|---------------------------------|-----------|--------------------|
| Medical and dental consultation | 353 | 4582 |