



SOUTHERN LUZON STATE UNIVERSITY

Client Satisfaction Measurement Report

2025



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2	Disagree
1	Strongly Disagree

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

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

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

III. Scope

SLSU conducted the harmonized Client Satisfaction Measurement Survey from January to December 2025 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:

A total of 30,491 individuals were surveyed and responded to the Client Satisfaction Measurement form, representing 57.21% of the total transactions.

Services	Responses	Total Transactions
Internal- Request for Documents	37	37
Internal- Submission of OPCR	54	54
Internal - Issuance of Travel Authority (Foreign Travel)	112	132
Internal- Request for institutional Email Creation/Update/Reset	166	166
Internal- Service Assistance for Online Platform: Request for Zoom Video Conferencing Link	146	146



Internal- Service for Online Platform: Request for Web Posting	220	220
Internal- Maintenance of ICT Equipment	166	166
Internal- Creation of International Linkages	19	19
Internal- Processing of Necessity for Foreign Travel of SLSU Officials and Personnel	17	17
External- Admission of foreign Students	33	33
External- Foreign Students Visa Processing Assistance to Foreign and Local Students in Visa-related Transaction for School Purposes	32	32
External- Creation of International Linkages	4	4
Internal- Request of Site Development Plan, Floor Plan, Blueprint etc.	64	64
Internal- Enrolling/Deletion/Revision of Procedure and Forms	16	16
Internal- Provision of training and/or speakership	20	20
Internal- Request for layout of IEC materials	9	18
Internal- Request for article and/or report writing	7	9
Internal- Request for posting/dissemination	13	23
Internal- Request for audiovisual production	13	15
Internal- Request for documentation services	14	23
Internal-Review of layout and/or writeup	38	52
Request for photo/video assets	2	15
External- Confirmation and Admission of Students	2,025	5,244
External- Request for Issuance of Transcript of Records (TOR)	423	423
External- Request for Issuance of Certificate of Authentication/Verification (CAV)	247	247
Authentication of Diploma/TOR/Registration Form	149	149
External- Issuance of Good Moral Certificate	364	1,078
Internal- Encoding/Activation of Client/Patron Information - SLSU Students	172	186
Internal- Lending of Books and Other Materials - SLSU Students, Faculty and Employees	306	528
Internal- Returning of Books and Other Materials - SLSU Students, Faculty and Employees	306	528
Internal- Library Signing of Clearance	285	451
Internal- Issuance of Referral Letter	28	29
External- Lending of Books and Other Materials - Non-SLSU Clients (A. High School Students)	28	29
External- Lending of Books and Other Materials - Non-SLSU Clients (B. College or Graduate School Student)	21	22
External- Returning of Borrowed Books	49	51
External- Request for Issuance of Transcript of Records (TOR)	606	2,367
External- Request for Issuance of Certification, Authentication & Verification (CAV)	390	770
External- Request for Issuance of Graduate's Credentials	475	2,451



External- Request for Issuance of General Weighted Average (CWA)	178	232
External-Request for Issuance of Authentication of Diploma, Transcript of Records & Registration Form	585	2,400
External- Request and Issuance of Student Evaluation Prior to Application for Graduation	616	1,652
External- Request for Issuance of Transfer Credentials	393	797
External- Claiming/Released of Requested of Documents	884	6,891
External- Enrollment of Continuing Undergraduate Students (via Google Form)	10,883	10,902
External- Enrollment of Continuing Graduates Students	220	514
External- Enrollment of New Graduates Students	128	192
External- Confirmation and Admission	8	8
External- Application for Comprehensive Examination	3	3
External- Application for Pre-Oral Research Defense	5	5
External- Application for Final Defense	30	30
External- Request for Complete Academic Requirements Certificate	2	2
External- Request for Delivery Inspection and Acceptance of Goods	90	90
Internal- Signing of University Clearance	90	90
Internal- Request for Issuance of Inventory Custodian Slip (ICS) for Transferred Inventories	52	52
Internal- Issuance of Property Acknowledgement Receipt (PAR) For Transferred PPE	32	32
Internal- Medical and Dental Consultation	265	850
Internal- Out-patient telemedicine/ online consultation	12	12
External- Procurement Process	76	76
External- Procurement of Goods, Infrastructure, Consultancy and through Publication	75	75
Internal- Submission of Purchase Request	80	80
External - Signing of Student Clearance and Issuance of Examination Permit	750	4,500
External- Collecting Fees	768	768
External- A. Expanded Modified Direct Payment Scheme (Checkless Payment)	210	210
External- B. Payment Through Check	224	224
Internal- Issuance of Human Resource-Related Records and Certification (Walk-In)	145	155
Internal- Faculty Evaluation System	548	558
Internal- Issuance of Human Resource-Related Records and Certification (Online)	179	179
External- Requesting of Records (Freedom of Information)	44	44
Internal- Transfer of Records-For Retention/Storage/Cross Reference Records-Loose Sheets or Folder of Vital and Archival Records	164	164
Internal- Transfer of Records- For Disposal	29	29
Internal-Borrowing of Records	141	141
Internal- Request for Facility/Equipment Use	288	288



Internal- Work Order Request	460	460
External- Request for Facility/Equipment Use	141	141
Internal- Claim Identification Card	210	210
External-Borrowing and Returning of Emergency Equipment	32	32
External- Planned Program/Activity	0	0
External- Request for Replacement of Loss / Damaged Identification Card	3,233	3,233
External- Request for Registration Upon Availing the Space Rental	238	238
External- Request for Service/s Thru Transfer of Fund as Mode of Payment	51	51
Internal- Submission of Institutional Research Proposal	36	36
External- Request for Training, Community Outreach, Technical Assistance and Special Projects	20	20
Internal- Processing of Project Proposal	3	3
Internal- Technology Licensing and Commercialization: Commercialization through Technology Adoption	12	12
Internal- Intellectual Property (IP) Application	23	23
Internal- Request for Manuscript Similarity Examination Certificate	554	554
Internal- Technology Licensing and Commercialization through Product Distributorship (Spin-Off)	1	1
Internal- Request for Turnitin Account	4	4
Internal- Patent Search	9	9
Internal- Research Ethics	1	1
Internal- Request for Research Proposal Formality Examination	3	3
Internal- Production Project Proposal Forms	71	71
Internal- Request for Gender Sensitivity Training / Orientation	59	59
Internal- Request for Counseling	57	57
TOTAL	30,491	53,297

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 57.84% and women/female are, more likely to complete the feedback form, with a total frequency of 16,590 responses, or 54.41% of all respondents.

Age	External	Internal	Overall	Percentage
6 to 12 years old	94	2	96	0.31%
13 to 18 years old	3,340	136	3,476	11.40%



19 to 25 years old	14,730	2,906	17,636	57.84%
26 to 39 years old	3,682	2,333	6,015	19.73%
40 to 64 years old	1,167	1,167	2,334	7.65%
65+ years old	20	15	35	0.11%
No answer	49	34	83	0.27%
Did not specify	804	12	816	2.68%
TOTAL	23,886	6,571	30,491	100.00%
Sex	External	Internal	Overall	Percentage
Male	10,127	2,833	12,960	42.50%
Female	12,833	3,757	16,590	54.41%
LGBTQIA+	0	4	4	0.01%
No answer	16	0	16	0.05%
Did not specify	910	11	921	3.02%
TOTAL	23,886	6,605	30,491	100.00%

Most respondents totaling to 28,702 or 94.13% of the entire survey are from Region IV-A (CALABARZON) and the total of 0.05% are from Region IV-B, and 0.32% are from NCR while 0.22% from Vietnam.

Region	External	Internal	Overall	Percentage
Region I	2	0	2	0.01%
Region II	2	0	2	0.01%
Region III	5	0	5	0.02%
Region IV-A	22,193	6,509	28,702	94.13%
Region IV-B	4	12	16	0.05%
MIMAROPA	0	0	0	0.00%
Region V	17	0	17	0.06%
Region VI	0	0	0	0.00%
Region VII	0	0	0	0.00%
Region VIII	1	0	1	0.00%
Region IX	0	0	0	0.00%
Region X	0	0	0	0.00%
Region XI	0	0	0	0.00%
Region XII	0	0	0	0.00%



Region XIII	0	0	0	0.00%
NCR	98	0	98	0.32%
CAR	101	0	101	0.33%
BARMM	2	0	2	0.01%
VIETNAM	67	0	67	0.22%
No answer	211	0	211	0.69%
Did not specify	1,253	14	1,267	4.16%
TOTAL	23,956	6,535	30,491	100.00%

Most respondents of the CSM survey of Southern Luzon State University are students/citizens which covers 77.50% of the total 23,632 respondents.

Customer Type	External	Internal	Overall	Percentage
Citizen	21,002	2,630	23,632	77.50%
Business	740	14	754	2.47%
Government	1,414	3,881	5,295	17.37%
No answer	77	0	77	0.25%
Did not specify	653	80	733	2.40%
TOTAL	23,886	6,605	30,491	100.00%

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) 56.7%, visibility (CC2. Easy to see) 58.88% and usefulness (CC3.Helped very much) 59.81%.

Citizen's Charter Answers	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	17,310	56.77%
CC1. I know what a CC is, but I did NOT see this office's CC	5,512	18.08%
CC1. I learned of the CC only when I saw this office's CC	3,403	11.16%
CC1. I do not know what a CC is, and I did not see one in this office	3,319	10.89%
No Answer	947	3.11%
TOTAL	30,491	100.00%
CC2. Easy to see	17,954	58.88%



CC2. Somewhat easy to see	5,942	19.49%
CC2. Difficult to see	462	1.52%
CC2. Not visible at all	543	1.78%
CC2. N/A	4,339	14.23%
No Answer	1,251	4.10%
TOTAL	30,491	100.00%
CC3. Helped very much	18,237	59.81%
CC3. Somewhat helped	5,852	19.19%
CC3. Did not help	810	2.66%
CC3. N/A	4,215	13.82%
No Answer	1,377	4.52%
TOTAL	30,491	100.00%

As shown on the table below, most of the client surveyed were satisfied with Southern Luzon State University in terms of the eight (8) service quality dimensions, having rating that range from 89.11 % to 94.69% which is equivalent to **Very Satisfactory**.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	79	109	1,589	9,583	18,106	1,025	30,491	93.97%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Did not Specify	N/A	Responses	Rating
Responsiveness	117	206	1,786	9,919	17,382	0	1,081	30,491	92.83%
Reliability	74	76	1,411	9,877	18,155	12	886	30,491	94.69%
Access and Facilities	72	109	1,726	9,984	16,883	58	1,659	30,491	93.18%
Communication	70	117	1,971	9,831	17,414	11	1,077	30,491	92.63%
Costs	75	247	1,861	7,566	10,899	73	9,770	30,491	89.11%
Integrity	88	126	1,801	9,503	18,001	0	972	30,491	93.17%
Assurance	73	87	1,530	9,764	18,137	1	899	30,491	94.29%
Outcome	63	80	1,599	10,384	17,420	0	945	30,491	94.10%
Overall	632	1,048	13,685	76,828	134,291	155	17,289	243,928	93.15%



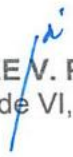
V. Results of the Agency Action Plan

- The Client Satisfaction Measurement Report shows an overall percentage of 93.15% (Very Satisfactory). It shows that SLSU enhanced the efficiency, effectiveness, and citizens trust.

VI. Continuous Agency Improvement Plan for FY 2026

- 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.

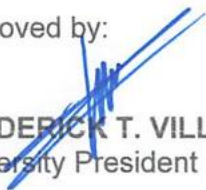
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APR 20 2026



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): _____

THANK YOU!

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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 reos.)?

- ☐ 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 Offices

1. Planning Office

January to June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	
Business:	
Government Employee:	38
Sex	Total Number of Respondents
Male	12
Female	26
Age	Total Number of Respondents
6 to 12 years old	
13 to 18 years old	
19 to 25 years old	1
26 to 39 years old	28
40 to 64 years old	9
65+ years old	
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	38
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	38	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	36	93.55%
CC2. Somewhat easy to see	2	6.45%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	38	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2			3	31	2	38	94.44%
Reliability	2			2	34		38	94.74%
Access and Facility	1	1		1	33	2	38	94.44%
Communication	2			3	32	1	38	94.59%
Costs				1	22	22	38	143.75%
Integrity	2			1	35		38	94.74%
Assurance	2			1	35		38	94.74%
Outcome	2			2	34		38	94.74%
Overall	13	1	0	14	256	27	304	97.47%

Very Satisfactory

Service Quality	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD6	2			1	35		38	94.74%

Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1			3	29	2	29	96.39%
Reliability	2			2	29		29	96.55%
Access and Facilities	1			3	29	2	29	96.41%
Communication	1			3	24	1	29	96.41%
Costs				1	12	16	29	100.00%
Integrity	1			1	27		29	96.55%
Assurance	1			1	27		29	96.55%
Outcome	1			1	26		29	96.55%
Overall	7	0	0	14	190	21	242	96.68%

Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD6	1			1	27		29	96.55%

Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1			3	29	2	29	96.39%
Reliability	2			2	29		29	96.55%
Access and Facilities	1	1		3	29	2	29	96.41%
Communication	1			3	24	1	29	96.41%
Costs				1	12	16	29	100.00%
Integrity	1			1	27		29	96.55%
Assurance	1			1	27		29	96.55%
Outcome	1			1	26		29	96.55%
Overall	6	1	0	14	190	21	242	96.68%

Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD6	1			1	27		29	96.55%

Very Satisfactory

INTERNAL SERVICES	Responses	Total Transactions
Request for Documents	9	9
Submission of OPCR	29	29



July-December 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	6
Business:	
Government Employee:	47
Sex	Total Number of Respondents
Male	14
Female	39
Age	Total Number of Respondents
6 to 12 years old	
13 to 18 years old	
19 to 25 years old	6
26 to 39 years old	29
40 to 64 years old	18
65+ years old	
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	53
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	



EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	43	100.00%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	41	95.35%
CC2. Somewhat easy to see	2	4.65%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	43	100.00%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2				50	1	53	96.15%
Reliability	2				52		53	98.11%
Access and Facilities	1	1			44	7	53	95.65%
Communication	3			1	48	1	53	94.23%
Costs					42	11	53	100.00%
Integrity	3				50		53	94.34%
Assurance	3				50		53	94.34%
Outcome	3				50		53	94.34%
Overall	17	1	0	1	386	20	424	95.79% Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	3			1	49		53	94.34% Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2				27	1	29	91.67%
Reliability	2				25		27	92.00%
Access and Facilities	1	1			16	7	25	88.89%
Communication	2			1	20	1	24	87.50%
Costs					7	18	25	100.00%
Integrity	2				23		25	88.00%
Assurance	2				23		25	92.00%
Outcome	3				22		25	88.00%
Overall	14	1	0	1	155	27	200	90.17% Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	3				23		26	87.50% Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					26		26	100.00%
Reliability					26		26	100.00%
Access and Facilities					26		26	100.00%
Communication					26		26	100.00%
Costs					1	27	28	100.00%
Integrity					26		26	100.00%
Assurance					26		26	100.00%
Outcome					26		26	100.00%
Overall	0	0	0	0	197	27	224	100.00% Very Satisfactory

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					26		26	100.00% Very Satisfactory



2. Management Information System and Information Communication Technology (MIS-ICT)

January-June 2025

CLIENT SATISFACTION MEASUREMENT RESULT (JANUARY-JUNE 2025)

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for institutional Email Creation/Update/Reset	66	66
Service Assistance for Online Platform: Request for Zoom Video Conferencing Link	31	31
Service for Online Platform: Request for Web Posting	135	135
Maintenance of ICT Equipment	82	82
TOTAL		314

(MIS-ICT JANUARY-JUNE 2025)

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	0	31	31
BUSINESS	0	0	0
GOVERNMENT	0	283	283
DID NOT SPECIFY	0	0	0
	0	314	314

S001
Request for institutional Email Creation/Update/Reset

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
S001.0	0	0	0	4	0	55	45	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Reliability	0	0	0	8	33	3	43	100.00%
Availability	1	0	1	7	32	3	43	95.77%
Access and Facilities	1	1	0	5	33	0	41	95.00%
Consistency	1	1	0	3	38	0	43	95.56%
Cost	0	0	0	0	43	0	43	100.00%
Security	0	0	0	5	43	0	48	95.83%
Accuracy	1	0	1	6	33	0	41	95.12%
Customer	1	0	1	0	33	0	35	96.22%
Overall	1	1	1	30	113	6	152	97.44%
TOTAL							36	

S002

Service Assistance for Online Platform: Request for Zoom Video Conferencing Link

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
S002.0	0	0	0	11	20	0	31	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Reliability	0	0	0	3	28	0	31	100.00%
Availability	0	0	0	3	28	0	31	100.00%
Access and Facilities	0	0	0	1	30	0	31	100.00%
Consistency	0	0	0	1	30	0	31	100.00%
Cost	0	0	0	0	31	0	31	100.00%
Security	0	0	0	25	6	0	31	100.00%
Accuracy	0	0	0	23	8	0	31	100.00%
Customer	0	0	0	1	30	0	31	100.00%
Overall	0	0	0	54	113	0	167	97.55%
TOTAL							31	

S003								
Service for Online Platform: Request for Web Posting								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
S003.0	0	0	0	10	11	0	21	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Reliability	0	0	0	4	16	0	20	100.00%
Availability	0	0	0	7	13	0	20	100.00%
Access and Facilities	0	0	0	0	20	0	20	100.00%
Consistency	0	0	0	13	7	0	20	100.00%
Cost	0	0	0	0	20	0	20	100.00%
Security	0	0	0	20	0	0	20	100.00%
Accuracy	0	0	0	5	15	0	20	100.00%
Customer	0	0	0	13	7	0	20	100.00%
Overall	0	0	0	58	62	0	120	99.17%
TOTAL	0	0	0	58	62	0	120	99.17%

S004								
Maintenance of ICT Equipment								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
S004.0	0	0	0	4	26	0	30	100.00%
Reliability	0	0	0	4	26	0	30	100.00%
Availability	0	0	0	2	28	0	30	100.00%
Access and Facilities	0	0	0	2	28	0	30	100.00%
Consistency	0	0	0	7	23	0	30	100.00%
Cost	0	0	0	0	30	0	30	100.00%
Security	0	0	0	0	30	0	30	100.00%
Accuracy	0	0	0	0	30	0	30	100.00%
Customer	0	0	0	0	30	0	30	100.00%
Overall	0	0	0	24	127	0	151	99.34%
TOTAL							30	

OVERALL S001-S004 EXTERNAL/INTERNAL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
S001.0	0	0	0	4	0	55	60	95.83%
S002.0	0	0	0	11	20	0	31	97.10%
S003.0	0	0	0	10	11	0	21	99.17%
S004.0	0	0	0	4	26	0	30	99.34%
Overall	0	0	0	29	57	0	86	99.34%
TOTAL							86	

Presented by:

YVONNE B. PACION
Regional Administrator



JAN-JUNE 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	307	97.77%
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	4	1.27%
CC1. I do not know what a CC is, and I did not see one in this office	3	0.96%
CC2. Easy to see	306	97.45%
CC2. Somewhat easy to see	4	1.27%
CC2. Difficult to see	3	0.96%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	0.32%
CC3. Helped very much	307	97.77%
CC3. Somewhat helped	5	1.59%
CC3. Did not help	0	0.00%
CC3. N/A	2	0.64%

OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	7	7
19 to 25 years old	0	29	29
26 to 39 years old	0	229	229
40 to 64 years old	0	49	49
65+ years old	0	0	0
	0	314	314
SEX	EXTERNAL	INTERNAL	OVERALL
Male	0	135	135
Female	0	179	179
		314	314
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	314	314
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
	0	314	314



Comments
GOOD JOB
GOOD JOB
KEEP UP THE GOOD JOB!! ALWAYS RELIABLE DEPENDABLE ANG ALWAYS COME ON THE REQUESTED, FIX PROBLEM ASAP!! THANK YOU SO MUCH
THANK YOU
EFFICIENT SERVICE, KEEP IT UP
WELL DONE
THANKYOU SO MUCH!
THANKYOU PO.
THANK YOU!

July – December 2025

CLIENT SATISFACTION MEASUREMENT RESULT (JULY-DEC 2025)

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for institutional Email Creation/Update/Reset	100	
Service Assistance for Online Platform: Request for Zoom Video Conferencing Link	115	
Service for Online Platform: Request for Web Posting	85	
Maintenance of ICT Equipment	84	
TOTAL	384	

(MIS-ICT JULY-DEC 2025)

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	32		0
BUSINESS	0		0
GOVERNMENT	352		0
DID NOT SPECIFY	0	0	0
	384	0	384



OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	35	
19 to 25 years old		324	
26 to 39 years old	0	14	
40 to 64 years old	0	11	
65+ years old	0		
	0	384	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	0	139	139
Female	0	245	245
		384	384
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	384	384
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
	0	384	384



CLIENT SATISFACTION MEASUREMENT RESULT (JULY-DEC 2025)

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	85	27.07%
CC1. I know what a CC is, but I did NOT see this office's CC	10	3.18%
CC1. I learned of the CC only when I saw this office's CC	25	7.96%
CC1. I do not know what a CC is, and I did not see one in this office	6	1.91%
CC2. Easy to see	124	39.49%
CC2. Somewhat easy to see	27	8.60%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	3	0.96%
CC3. Helped very much	81	25.80%
CC3. Somewhat helped	16	5.10%
CC3. Did not help	1	0.32%
CC3. N/A	4	1.27%

Total:

384

OVERALL SQD EXTERNAL/INTERNAL

Service Quality	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	0	1	62	318	0	382	99.48%
Service Quality	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsive	1	0	1	88	282	12	384	99.46%
Reliability	2	0	3	84	289	6	384	98.68%
Access and	1	0	6	42	325	10	384	98.13%
Communic	2	1	1	76	292	12	384	98.92%
Costs	1	102	2	19	54	206	384	41.01%
Integrity	1	0	1	89	283	10	384	99.47%
Assurance	1	0	2	67	312	4	386	99.21%
Outcome	1	0	2	132	248	1	384	99.22%
Overall	10	103	18	597	2085	261	3074	95.34%

TOTAL:

384

Comments

NONE, HEHE SORRY PO MAY EXAM PA 5:00PM SALAMAT PO!<3
GOOD SERVICE
WELL DONE
THANKYOU SO MUCH!
THANKYOU PO.
THANK YOU!



3. International Affairs and External Linkages Office

January – June 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Creation of International Linkages	10	10
Processing of Necessity for Foreign Travel of SLSU Officials and Personnel	7	7
	17	17

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Creation of International Linkages	4	4
Admission of foreign Students	18	18
Foreign Students Visa Processing Assistance to Foreign and Local Students in Visa-related Transaction for School Purposes	17	17
	39	39



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	0	8	8
26 to 39 years old	10	5	15
40 to 64 years old	29	4	33
65+ years old			
SEX	EXTERNAL	INTERNAL	OVERALL
Male	17	7	24
Female	22	10	32
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	2	0	2
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	17	17
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
Vietnam	37	0	37
Did not specify	0	0	0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	26	7	33
BUSINESS	4	0	4
GOVERNMENT	9	10	19
DID NOT SPECIFY	0	0	0
	39	17	56



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	51	91.07%
CC1. I know what a CC is, but I did NOT see this office's CC	2	3.57%
CC1. I learned of the CC only when I saw this office's CC	3	5.36%
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	44	78.57%
CC2. Somewhat easy to see	10	17.86%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	2	3.57%
CC3. Helped very much	49	87.50%
CC3. Somewhat helped	5	8.93%
CC3. Did not help	0	0.00%
CC3. N/A	2	3.57%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Creation of local and global linkages

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					14		14	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					14		14	100.00%
Reliability					14		14	100.00%
Access and Facilities				1	13		14	100.00%
Communication				1	13		14	100.00%
Costs				1	6	7	14	100.00%
Integrity				1	13		14	100.00%
Assurance				1	13		14	100.00%
Outcome				1	13		14	100.00%
Overall	0	0	0	6	99	7	112	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Creation of International Linkages

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					10		10	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					10		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs					3	7	10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome					10		10	100.00%
Overall	0	0	0	0	73	7	80	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Creation of International Linkages

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					4		4	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					4		4	100.00%
Reliability					4		4	100.00%
Access and Facilities				1	3		4	100.00%
Communication				1	3		4	100.00%
Costs				1	3		4	100.00%
Integrity				1	3		4	100.00%
Assurance				1	3		4	100.00%
Outcome				1	3		4	100.00%
Overall	0	0	0	6	26	0	32	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025

INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Evaluation of necessity of foreign travel of personnel

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					7		7	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					7		7	100.00%
Reliability					7		7	100.00%
Access and Facilities					7		7	100.00%
Communication					7		7	100.00%
Costs					1	6	7	100.00%
Integrity					7		7	100.00%
Assurance					7		7	100.00%
Outcome					7		7	100.00%
Overall	0	0	0	0	50	6	56	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025

INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Assistance to foreign students on admission

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				8	10		18	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1		9	8		18	94.44%
Reliability				6	12		18	100.00%
Access and Facilities				10	8		18	100.00%
Communication			1	8	9		18	94.44%
Costs			1	9	8		18	94.44%
Integrity				6	12		18	100.00%
Assurance				8	10		18	100.00%
Outcome				7	11		18	100.00%
Overall	0	1	2	63	78	0	144	97.92% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Foreign Students Visa Processing Assistance to Foreign and Local Students in Visa-related Transaction for School Purposes

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				6	11		17	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				7	10		17	100.00%
Reliability				7	10		17	100.00%
Access and Facilities				9	8		17	100.00%
Communication				8	9		17	100.00%
Costs				6	11		17	100.00%
Integrity				9	8		17	100.00%
Assurance				8	9		17	100.00%
Outcome				9	8		17	100.00%
Overall	0	0	0	63	73	0	136	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

INTERNAL SERVICES

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					17		17	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					17		17	100.00%
Reliability					17		17	100.00%
Access and Facilities					17		17	100.00%
Communication					17		17	100.00%
Costs					4	13	17	100.00%
Integrity					17		17	100.00%
Assurance					17		17	100.00%
Outcome					17		17	100.00%
Overall	0	0	0	0	123	13	136	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

EXTERNAL SERVICES

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				14	25		39	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1		16	22		39	97.44%
Reliability				13	26		39	100.00%
Access and Facilities				20	19		39	100.00%
Communication			1	17	21		39	97.44%
Costs			1	16	22		39	97.44%
Integrity				16	23		39	100.00%
Assurance				17	22		39	100.00%
Outcome				17	22		39	100.00%
Overall	0	1	2	132	177	0	312	99.04% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY - JUNE 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				14	42		56	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		1		16	39		56	98.21%
Reliability				13	43		56	100.00%
Access and Facilities				20	36		56	100.00%
Communication			1	17	38		56	98.21%
Costs			1	16	26	13	56	97.67%
Integrity				16	40		56	100.00%
Assurance				17	39		56	100.00%
Outcome				17	39		56	100.00%
Overall	0	1	2	132	300	13	448	99.31% Outstanding

July – December 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Creation of International Linkages	9	9
Processing of Necessity for Foreign Travel of SLSU Officials and Personnel	10	10
	19	19

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Admission of foreign Students	15	15
Foreign Students Visa Processing Assistance to Foreign and Local Students in	15	15
	30	30



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	0	0	0
26 to 39 years old	8	8	16
40 to 64 years old	22	11	33
65+ years old	0	0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	12	5	17
Female	18	14	32
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	19	19
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
Vietnam	30	0	30
Did not specify	0	0	0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	30	0	30
BUSINESS	0	0	0
GOVERNMENT	0	19	19
DID NOT SPECIFY	0	0	0
	30	19	49



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	49	100.00%
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	0	0.00%
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	49	100.00%
CC2. Somewhat easy to see	0	0.00%
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	49	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Creation of International Linkages

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0					9		9	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				1	8		9	100.00%
Reliability					9		9	100.00%
Access and Facilities					9		9	100.00%
Communication					9		9	100.00%
Costs					2	7	9	100.00%
Integrity					9		9	100.00%
Assurance					9		9	100.00%
Outcome					9		9	100.00%
Overall	0	0	0	1	64	7	72	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Processing of Necessity for Foreign Travel of SLSU Officials and Personnel

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				1	9		10	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				2	8		10	100.00%
Reliability					10		10	100.00%
Access and Facilities					10		10	100.00%
Communication					10		10	100.00%
Costs					2	8	10	100.00%
Integrity					10		10	100.00%
Assurance					10		10	100.00%
Outcome				1	9		10	100.00%
Overall	0	0	0	3	69	8	80	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY

CLIENT SATISFACTION SUMMARY

JULY - DECEMBER 2025

INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Admission of Foreign Students

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0					15		15	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				6	9		15	100.00%
Reliability					15		15	100.00%
Access and Facilities					15		15	100.00%
Communication					15		15	100.00%
Costs					11	4	15	100.00%
Integrity					15		15	100.00%
Assurance					15		15	100.00%
Outcome					15		15	100.00%
Overall	0	0	0	6	110	4	120	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY

CLIENT SATISFACTION SUMMARY

JULY - DECEMBER 2025

INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

Foreign Students Visa Processing Assistance to Foreign and Local Students in Visa-related Transaction for School Purposes

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0					15		15	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness					15		15	100.00%
Reliability					15		15	100.00%
Access and Facilities					15		15	100.00%
Communication					15		15	100.00%
Costs					15		15	100.00%
Integrity					15		15	100.00%
Assurance					15		15	100.00%
Outcome					15		15	100.00%
Overall	0	0	0	0	120	0	120	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY

CLIENT SATISFACTION SUMMARY

JULY - DECEMBER 2025

INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

INTERNAL SERVICES

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				1	18		19	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				3	16		19	100.00%
Reliability					19		19	100.00%
Access and Facilities					19		19	100.00%
Communication					19		19	100.00%
Costs					4	15	19	100.00%
Integrity					19		19	100.00%
Assurance					19		19	100.00%
Outcome				1	18		19	100.00%
Overall	0	0	0	4	133	15	152	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

EXTERNAL SERVICES

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0					30		30	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				6	24		30	100.00%
Reliability					30		30	100.00%
Access and Facilities					30		30	100.00%
Communication					30		30	100.00%
Costs					26	4	30	100.00%
Integrity					30		30	100.00%
Assurance					30		30	100.00%
Outcome					30		30	100.00%
Overall	0	0	0	6	230	4	240	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
INTERNATIONAL AFFAIRS AND EXTERNAL LINKAGES OFFICE

OVERALL SQD

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				1	48		49	100.00%

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				9	40		49	100.00%
Reliability					49		49	100.00%
Access and Facilities					49		49	100.00%
Communication					49		49	100.00%
Costs					30	19	49	100.00%
Integrity					49		49	100.00%
Assurance					49		49	100.00%
Outcome				1	48		49	100.00%
Overall	0	0	0	10	363	19	392	100.00% Outstanding



5. Project Management Office

January – June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	12
Business:	
Government Employee:	15
Sex	Total Number of Respondents
Male	10
Female	17
Age	Total Number of Respondents
6 to 12 years old	
13 to 18 years old	
19 to 25 years old	12
26 to 39 years old	13
40 to 64 years old	2
65+ years old	
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	27
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	24		27	100.00
Reliability					27		27	100.00
Access and Facilities					26	1	27	100.00
Communication					27		27	100.00
Costs					22	5	27	100.00
Integrity					27		27	100.00
Assurance					27		27	100.00
Outcome					27		27	100.00
Overall	0	0	0	3	207	6	216	100.00

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDR					27		27	100



INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	27	100%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	27	100%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	27	100%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

INTERNAL SERVICES	Response	Total Transactions
Request of Site Development Plan, Floor Plan, Blueprint etc.	27	27

EXTERNAL SERVICES	Response	Total Transactions
Application	6	



July – December 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	10
Business:	
Government Employee:	27
Sex	Total Number of Respondents
Male	14
Female	23
Age	Total Number of Respondents
6 to 12 years old	
13 to 18 years old	
19 to 25 years old	11
26 to 39 years old	23
40 to 64 years old	3
65+ years old	
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	37
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				3	37		37	100.00
Reliability				2	35		37	100.00
Access and Facilities				3	34		37	100.00
Communication				4	33		37	100.00
Costs				1	37	3	37	100.00
Integrity				1	36		37	100.00
Assurance				1	36		37	100.00
Outcome				1	36		37	100.00
Overall	0	0	0	18	275	3	296	100.00

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQDO				1	36		37	100



INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	37	
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	37	
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	37	
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

INTERNAL SERVICES	Response	Total Transactions
Request for documents: plans, blueprint, floorplans, layouts, etc.	37	

EXTERNAL SERVICES	Response	Total Transactions
Application	6	

6. Quality Assurance Office

January – June 2025

[illegible]



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old		4	4
26 to 39 years old		5	5
40 to 64 years old		0	0
65+ years old		0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male		1	1
Female		8	8
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		9	9
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			0
BUSINESS			0
GOVERNMENT		9	9
DID NOT SPECIFY			

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					9		9	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					9		9	100.00%
Reliability					9		9	100.00%
Access and Facilities					9		9	100.00%
Communication				1	7	1	9	100.00%
Costs					9		9	100.00%
Integrity					4	5	9	100.00%
Assurance					9		9	100.00%
Outcome					9		9	100.00%
Overall	0	0	0	1	65	6	72	100.00%

6 Outstanding

[illegible]



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old		3	3
26 to 39 years old		3	3
40 to 64 years old		1	1
65+ years old		0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male		2	2
Female		5	5
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		7	7
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			0
BUSINESS			0
GOVERNMENT		7	7
DID NOT SPECIFY			



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	7	100%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	7	100%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	7	100%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					7		7	100.00%

Enrolling/Deletion/Revision of Procedure and Forms

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					7		7	100.00%
Reliability					7		7	100.00%
Access and Facilities					7		7	100.00%
Communication					7		7	100.00%
Costs						7		0.00%
Integrity					7		7	100.00%
Assurance					7		7	100.00%
Outcome					7		7	100.00%
Overall	0	0	0	0	49	7	49	116.67%

Outstanding

7. Information and Communication Office

January – June 2025



SOUTHERN LUZON STATE UNIVERSITY
LUCBAN, QUEZON

Time: _____ Jt
By: _____

CSM SUMMARY (JANUARY - JUNE 2025)

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Provision of training and/or speakership	0	0
Request for layout of IEC materials	1	3
Request for article and/or report writing	3	5
Request for posting/dissemination	9	4
Request for audiovisual production	3	5
Request for documentation services	4	6
Review of layout and/or writeup	16	17
	36	40

**clients had checked multiple services and may have ticked the "Request for posting/dissemination" based on the output of the office*



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old		1	1
19 to 25 years old		4	4
26 to 39 years old		29	29
40 to 64 years old		2	2
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
LGBTQIA+		1	1
Male		15	15
Female		20	20
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		36	36
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		1	1
BUSINESS			0
GOVERNMENT		35	35
DID NOT SPECIFY			0

SOUTHERN LUZON STATE UNIVERSITY
INFORMATION AND COMMUNICATIONS OFFICE
LUCBAN, QUEZON

CSM SUMMARY (JANUARY - JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	0	1	30	4	36	96.88%
Reliability	1	0	0	1	34	0	36	97.22%
Access and Facilities	1	0	0	1	28	6	36	96.67%
Communication	1	0	0	1	34	0	36	97.22%
Costs	0	1	0	1	17	17	36	94.74%
Integrity	1	0	0	1	34	0	36	97.22%
Assurance	1	0	0	1	34	0	36	97.22%
Outcome	1	0	0	1	34	0	36	97.22%
Overall	7	1	0	8	245	27	288	96.93% Outstanding

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July – December 2025

SOUTHERN LUZON STATE UNIVERSITY

LUCBAN, QUEZON

CSM SUMMARY (JULY- DECEMBER 2025)

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Provision of training and/or speakership	23	**
Request for layout of IEC materials	8	15
Request for article and/or report writing	4	4
Request for posting and/or email blast	8	19
Request for audiovisual production	10	10
Request for documentation services	10	17
Review of layout and/or writeup	24	35
Request for photo/video assets	2	15
	89	115

**clients had checked multiple services and may have ticked other services based on the output of the office*

***the office provided 2 training for the IEC focal persons/representatives*



AGE	EXTERNAL	INTERNAL	OVERALL
n/a		1	1
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old		13	13
26 to 39 years old		61	61
40 to 64 years old		9	9
65+ years old			0

SEX	EXTERNAL	INTERNAL	OVERALL
LGBTQIA+		3	3
Male		27	27
Female		54	54

REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		84	84
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		7	7
BUSINESS			0
GOVERNMENT		77	77
DID NOT SPECIFY			0



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	82	97.62%
CC1. I know what a CC is, but I did NOT see this office's CC	2	2.38%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
	84	
CC2. Easy to see	72	85.71%
CC2. Somewhat easy to see	11	13.10%
CC2. Difficult to see		0.00%
CC2. Not visible at all		
CC2. N/A	1	
	84	
CC3. Helped very much	82	97.62%
CC3. Somewhat helped	1	1.19%
CC3. Did not help		
CC3. N/A	1	
	84	

**SOUTHERN LUZON STATE UNIVERSITY
INFORMATION AND COMMUNICATIONS OFFICE
LUCBAN, QUEZON**

CSM SUMMARY (JULY TO DECEMBER 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	7	0	0	3	79	0	89	92.13%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	7	0	0	3	75	3	88	91.76%
Reliability	7	0	0	3	78	0	88	92.05%
Access and Facilities	6	0	1	2	69	9	87	91.03%
Communication	7	0	0	1	80	0	88	92.05%
Costs	3	0	0	1	55	33	92	94.92%
Integrity	7	0	0	5	76	0	88	92.05%
Assurance	7	0	0	3	78	0	88	92.05%
Outcome	1	0	0	3	78	0	82	98.78%
Overall	45	0	1	21	589	45	701	92.99% Outstanding



8. Academic Affairs
Colleges and Campuses

College of Administration, Business, Hospitality and Accountancy
January – June 2025

CLIENT SATISFACTION SURVEY

COLLEGE OF ADMINISTRATION, BUSINESS, HOSPITALITY AND ACCOUNTANCY

#REF!	Total Number of Respondents
Citizen:	164
Business:	0
Government Employee:	102
	266
Sex	Total Number of Respondents
Male	108
Female	158
	266
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	85
26 to 39 years old	181
40 to 64 years old	0
65+ years old	0
Undefine	0
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	266
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	



EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	266	100%
CC1. I know what a CC is, but I did NOT see this office's CC		
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	266	100%
CC2. Somewhat easy to see		
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	266	100%
CC3. Somewhat helped		
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					266		266	100.00%
Reliability					266		266	100.00%
Access and Facilities					266		266	100.00%
Communication					266		266	100.00%
Costs						266	266	#DIV/0!
Integrity					266		266	100.00%
Assurance					266		266	100.00%
Outcome					266		266	100.00%
Overall	0	0	0	0	1862	266	2128	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					266		266	100.00%

EXTERNAL SERVICES	Response	Total Transactions
Confirmation and Admission of Students	266	266



July – December 2025

CLIENT SATISFACTION SURVEY

COLLEGE OF ADMINISTRATION, BUSINESS, HOSPITALITY AND ACCOUNTANCY

	Total Number of Respondents
Citizen:	150
Business:	28
Government Employee:	39
	217
Sex	Total Number of Respondents
Male	82
Female	135
	217
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	85
26 to 39 years old	132
40 to 64 years old	0
65+ years old	0
Undefine	0
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	217
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	



EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	217	100
CC1. I know what a CC is, but I did NOT see this office's CC	0	
CC1. I learned of the CC only when I saw this office's CC	0	0
CC1. I do not know what a CC is, and I did not see one in this off	0	
CC2. Easy to see	217	100
CC2. Somewhat easy to see	0	0
CC2. Difficult to see	0	
CC2. Not visible at all	0	
CC2. N/A	0	
CC3. Helped very much	217	100
CC3. Somewhat helped	0	0
CC3. Did not help	0	
CC3. N/A	0	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					217		217	100.00
Reliability					217		217	100.00
Access and Facilities					217		217	100.00
Communication					217		217	100.00
Costs						217	217	0.00
Integrity					217		217	100.00
Assurance					217		217	100.00
Outcome					217		217	100.00
Overall	0	0	0	0	1519	217	1736	100.00

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					217		217	100

EXTERNAL SERVICES	Response	Total Transactions
Confirmation and Admission of Students	217	



College of Agriculture
January – June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	108
Business:	0
Government Employee:	0
Sex	Total Number of Respondents
Male	56
Female	52
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	100
26 to 39 years old	2
40 to 64 years old	0
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	108
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0



EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	102	0.94444444
CC1. I know what a CC is, but I did NOT see this office's CC	1	0.00925926
CC1. I learned of the CC only when I saw this office's CC	3	0.02777778
CC1. I do not know what a CC is, and I did not see one in this office	2	0.01851852
	108	
CC2. Easy to see	102	0.94444444
CC2. Somewhat easy to see	6	0.05555556
CC2. Difficult to see	0	0
CC2. Not visible at all	0	0
CC2. N/A	0	0
	108	
CC3. Helped very much	106	0.98148148
CC3. Somewhat helped	2	0.01851852
CC3. Did not help	0	0
CC3. N/A	0	0
	108	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	3	40	57	0	100	95.17
Reliability	0	0	3	43	54	0	100	97.22
Access and Facilities	0	0	3	36	61	0	100	97.22
Communication	0	0	4	41	55	0	100	96.30
Costs	0	0	4	44	50	0	100	96.30
Integrity	0	0	4	45	51	0	100	96.30
Assurance	0	0	3	44	53	0	100	97.22
Outcome	0	0	3	46	51	0	100	97.22
Overall	0	0	29	339	496	0	864	96.64

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Grade	0	0	3	49	56	0	108	97.2222

EXTERNAL SERVICES	Response	Total Transactions
Confirmation and Admission of Students	108	108



July – December 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	78
Business:	0
Government Employee:	0
Sex	Total Number of Respondents
Male	35
Female	42
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	76
26 to 39 years old	2
40 to 64 years old	0
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	74
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0

Service Quality Dimension	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Reliability	1	3	9	37	35	0	76	85.90
Reliability	1	3	0	24	24	0	76	87.19
Access and Facilities	1	3	9	32	25	0	76	85.90
Customer Service	1	3	9	22	35	0	76	85.90
Costs	0	0	0	0	0	0	0	0.00/0.00
Integrity	1	3	0	50	30	0	74	87.19
Assurance	1	3	0	33	35	0	76	87.19
Continuity	1	3	0	33	35	0	76	87.19
Overall	7	7	13	226	247	0	546	86.6

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	78	78

[illegible]



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	11		11
19 to 25 years old	134		134
26 to 39 years old	0		0
40 to 64 years old	0		0
65+ years old	0		0
	145		145
SEX	EXTERNAL	INTERNAL	OVERALL
Male	89		89
Female	56		56
	145		145
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	145		145
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0
	145		145

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	145		145
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

145

145



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	139	95.86%
CC1. I know what a CC is, but I did NOT see this office's CC	6	4.14%
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	0	0.00%
CC2. Easy to see	134	92.41%
CC2. Somewhat easy to see	11	7.59%
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	141	97.24%
CC3. Somewhat helped	4	2.76%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	55	90	0	145	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	57	88		145	100.00
Reliability	0	0	0	51	94		145	100.00
Access and Facilities	0	0	0	53	92		145	100.00
Communication	0	0	0	39	106		145	100.00
Costs	0	0	0			145	145	0.00
Integrity	0	0	0	39	106		145	100.00
Assurance	0	0	0	40	105		145	100.00
Outcome	0	0	0	40	105		145	100.00
Overall	0	0	0	319	696	0	1015	100.00

Outstanding

July – December 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	113	160
TOTAL	113	160



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	10		10
19 to 25 years old	103		103
26 to 39 years old	0		0
40 to 64 years old	0		0
65+ years old	0		0
	113		113
SEX	EXTERNAL	INTERNAL	OVERALL
Male	55		55
Female	58		58
	113		113
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	113		113
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0
	113		113

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	113	100.00%
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	0	0.00%
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	113	100.00%
CC2. Somewhat easy to see	0	0.00%
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	113	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	113		113
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

113

113

OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	13	44	56	0	113	88.50%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	13	46	53		113	87.61
Reliability	0	0	9	46	58		113	92.04
Access and Facilities	0	0	9	37	66	1	113	90.35
Communication	0	0	7	41	59	6	113	84.03
Costs	0	0	6	25	21	61	113	26.44
Integrity	0	0	13	34	59	7	113	77.50
Assurance	0	0	8	39	61	5	113	84.75
Outcome	0	0	7	34	66	6	113	84.03
Overall	1	0	66	277	422	25	791	85.66

Outstanding

College of Allied Medicine January – June 2025

SOUTHERN LUZON STATE UNIVERSITY
LUCBAN, QUEZON

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrow Project or/Speaker/Extension	42	42
Faculty Services	36	36
Request Documents	11	11
Request Auditorium/CLC	5	5
Supplies Issued	3	3
Other Inquiries	3	3

20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	78	78.00%
CC1. I know what a CC is, but I did NOT see this office's CC	8	8.00%
CC1. I learned of the CC only when I saw this office's CC	10	10.00%
CC1. I do not know what a CC is, and I did not see one in this office	4	4.00%
	100	
CC2. Easy to see	63	63.00%
CC2. Somewhat easy to see	28	28.00%
CC2. Difficult to see	3	3.00%
CC2. Not visible at all	1	1.00%
CC2. N/A	5	5.00%
	100	
CC3. Helped very much	77	77.00%
CC3. Somewhat helped	13	13.00%
CC3. Did not help	3	3.00%
CC3. N/A	7	7.00%
	100	

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	7		7
19 to 25 years old	56		56
26 to 39 years old	20		20
40 to 64 years old	15		15
65+ years old	2		2
SEX	EXTERNAL	INTERNAL	OVERALL
Male	17		17
Female	83		83
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	100		100
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	62		62
BUSINESS	0		0
GOVERNMENT	38		38
DID NOT SPECIFY	0	0	0



20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	78	78.00%
CC1. I know what a CC is, but I did NOT see this office's CC	8	8.00%
CC1. I learned of the CC only when I saw this office's CC	10	10.00%
CC1. I do not know what a CC is, and I did not see one in this office	4	4.00%
	100	
CC2. Easy to see	63	63.00%
CC2. Somewhat easy to see	28	28.00%
CC2. Difficult to see	3	3.00%
CC2. Not visible at all	1	1.00%
CC2. N/A	5	5.00%
	100	
CC3. Helped very much	77	77.00%
CC3. Somewhat helped	13	13.00%
CC3. Did not help	3	3.00%
CC3. N/A	7	7.00%
	100	

SOUTHERN LUZON STATE UNIVERSITY

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Response s	Rating
SQD 0	1	2	1	20	75	1	100	95.96%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Response s	Rating
Responsiveness	2	1	3	25	69	0	100	94.00%
Reliability	2	1	2	18	77	0	100	95.00%
Access and Facilities	2	1	1	23	70	3	100	95.88%
Communication	1	1	5	19	74	0	100	93.00%
Costs	1	3	3	18	62	13	100	91.95%
Integrity	2	1	2	18	77	0	100	95.00%
Assurance	2	1	2	17	78	0	100	95.00%
Outcome	2	1	3	19	75	0	100	94.00%
Overall	14	10	21	157	512	16	800	94.26% Outstanding

July – December 2025

SOUTHERN LUZON STATE UNIVERSITY LUCBAN, QUEZON

CSM SUMMARY (July-December 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrow Projector/Speaker/Extension	48	48
Faculty Services	23	23
Request Documents	19	19
Request Auditorium/CLC	1	1
Supplies Issued	6	6
Other Inquiries	3	3

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	21		21
19 to 25 years old	62		62
26 to 39 years old	9		9
40 to 64 years old	7		7
65+ years old	1		1
SEX	EXTERNAL	INTERNAL	OVERALL
Male	21		21
Female	79		79
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	100		100
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	77		77
BUSINESS	0		0
GOVERNMENT	23		23
DID NOT SPECIFY	0	0	0

20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	70	70.00%
CC1. I know what a CC is, but I did NOT see this office's CC	12	12.00%
CC1. I learned of the CC only when I saw this office's CC	14	14.00%
CC1. I do not know what a CC is, and I did not see one in this office	4	4.00%
	100	
CC2. Easy to see	66	66.00%
CC2. Somewhat easy to see	23	23.00%
CC2. Difficult to see	4	4.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	7	7.00%
	100	
CC3. Helped very much	75	75.00%
CC3. Somewhat helped	16	16.00%
CC3. Did not help	0	0.00%
CC3. N/A	9	9.00%
	100	



SOUTHERN LUZON STATE UNIVERSITY

CSM SUMMARY (July-December 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	20	79	1	100	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	21	76	2	100	98.98%
Reliability	0	0	0	17	82	1	100	100.00%
Access and Facilities	0	0	0	14	82	4	100	100.00%
Communication	0	0	2	15	81	2	100	97.96%
Costs	0	0	3	17	62	18	100	96.34%
Integrity	0	0	0	20	79	1	100	100.00%
Assurance	0	0	0	21	78	1	100	100.00%
Outcome	0	0	0	18	79	3	100	100.00%
Overall	0	0	6	143	619	32	800	99.22% Outstanding



College of Engineering

COLLEGE OF ENGINEERING
CLIENT SATISFACTION MEASUREMENT/SURVEY
(SY 2025-2026)

Total Number of Client Type	Total Number of Respondents
Citizen:	130
Business:	0
Government Employee:	0
Sex	Total Number of Respondents
Male	80
Female	50
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	33
19 to 25 years old	97
26 to 39 years old	0
40 to 64 years old	0
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	130
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0



EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	67	51.538
CC1. I know what a CC is, but I did NOT see this office's CC	14	5.385
CC1. I learned of the CC only when I saw this office's CC	32	12.308
CC1. I do not know what a CC is, and I did not see one in this office	17	6.538
CC2. Easy to see	71	54.615
CC2. Somewhat easy to see	31	11.923
CC2. Difficult to see	6	2.308
CC2. Not visible at all	4	1.538
CC2. N/A	18	6.923
CC3. Helped very much	82	63.077
CC3. Somewhat helped	24	9.231
CC3. Did not help	7	2.692
CC3. N/A	17	6.538

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	4	3	4	53	58	8	130	90.98
Reliability	1	0	1	52	69	7	130	98.37
Access and Facilities	1	0	4	49	70	6	130	95.97
Communication	1	0	6	48	66	9	130	94.21
Costs	1	1	4	36	42	46	130	92.86
Integrity	1	0	1	49	70	9	130	98.35
Assurance	1	0	2	42	78	7	130	97.56
Outcome	1	0	2	44	74	9	130	97.52
Overall	11	4	24	373	527	101	1040	95.85

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	5	49	67	9	130	95.87



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	13	0	14	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	13	0	14	100.00%
Reliability	0	0	0	1	13	0	14	100.00%
Access and Facilities	0	0	0	1	13	0	14	100.00%
Communication	0	0	0	1	13	0	14	100.00%
Costs	0	0	0	0	3	11	14	100.00%
Integrity	0	0	0	1	13	0	14	100.00%
Assurance	0	0	0	1	13	0	14	100.00%
Outcome	0	0	0	2	12	0	14	100.00%
Overall	0	0	0	8	93	11	112	100.00% Outstanding

College of Teacher Education

SOUTHERN LUZON STATE UNIVERSITY
COLLEGE OF TEACHER EDUCATION

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	35	35
	35	35



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	35		35
26 to 39 years old			0
40 to 64 years old			0
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male			0
Female			0
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	35		35
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

20. Confirmation and Admission of Students

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
ADMISSION	0	0	0
RENEWAL	0	0	0
TRANSFER	0	0	0
RE-ENTRY	0	0	0
RE-ENTRY	0	0	0

21. Request for Issuance of Transcript of
Records (TOR)

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
ADMISSION	0	0	0
RENEWAL	0	0	0
TRANSFER	0	0	0
RE-ENTRY	0	0	0
RE-ENTRY	0	0	0

22. Request for Issuance of Certificate of
Authentication/Verification (CAV)

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
ADMISSION	0	0	0
RENEWAL	0	0	0
TRANSFER	0	0	0
RE-ENTRY	0	0	0
RE-ENTRY	0	0	0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
ADMISSION	0	0	0
RENEWAL	0	0	0
TRANSFER	0	0	0
RE-ENTRY	0	0	0
RE-ENTRY	0	0	0



20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	32	91.43%
CC1. I know what a CC is, but I did NOT see this office's CC	3	10.00%
CC1. I learned of the CC only when I saw this office's CC	0	#DIV/0!
CC1. I do not know what a CC is, and I did not see one in this office	0	#DIV/0!
	35	
CC2. Easy to see	30	85.71%
CC2. Somewhat easy to see	5	16.13%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	#DIV/0!
CC2. N/A	0	#DIV/0!
	35	
CC3. Helped very much	31	88.57%
CC3. Somewhat helped	4	#DIV/0!
CC3. Did not help	0	#DIV/0!
CC3. N/A	0	#DIV/0!
	35	

SOUTHERN LUZON STATE UNIVERSITY

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				5	30		35	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				4	31		35	100.00%
Reliability				5	30		35	100.00%
Access and Facilities				3	32		35	100.00%
Communication				4	31		35	100.00%
Costs						35	35	#DIV/0!
Integrity				1	34		35	100.00%
Assurance				4	31		35	100.00%
Outcome				5	30		35	100.00%
Overall							280	0.00% Outstanding

SOUTHERN LUZON STATE UNIVERSITY

COLLEGE OF TEACHER EDUCATION

CSS SUMMARY (JULY-DECEMBER 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	43	43
	43	43



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	43		43
26 to 39 years old			0
40 to 64 years old			0
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	25		25
Female	18		18
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	43	0	43
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

20. Confirmation and Admission of Students

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	43	0	43
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0



20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	43	100.00%
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	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
	43	
CC2. Easy to see	43	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
	43	
CC3. Helped very much	39	90.70%
CC3. Somewhat helped	4	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
	43	

SOUTHERN LUZON STATE UNIVERSITY

CSS SUMMARY (JULY-DECEMBER 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				13	30		43	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				15	28		43	100.00%
Reliability				8	35		43	100.00%
Access and Facilities				6	37		43	100.00%
Communication				7	36		43	100.00%
Costs				0	0	43	43	0.00%
Integrity				5	38		43	100.00%
Assurance				12	31		43	100.00%
Outcome				10	33		43	100.00%
Overall							347	100.00% Outstanding

Institute of Human Kinetics

SOUTHERN LUZON STATE UNIVERSITY CTE-Institute of Human Kinetics

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	22	22



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old	1		1
19 to 25 years old	20		20
26 to 39 years old	1		1
40 to 64 years old			0
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	9		9
Female	13		13
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	22		22
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

20. Confirmation and Admission of Students

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITY	22		22
BUSINESS			0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

22

21. Request Of Used of Facilities

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITY	0		0
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

4

22. Assistance and/or ICCAC-EAF 2025

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITY	13		13
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

13

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITY	25		25
BUSINESS			0
GOVERNMENT			0
DID NOT SPECIFY			0

20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	20	90.91%
CC1. I know what a CC is, but I did NOT see this office's CC	2	9.09%
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	0	0.00%
CC2. Easy to see	21	95.45%
CC2. Somewhat easy to see	1	4.55%
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	20	90.91%
CC3. Somewhat helped	2	9.09%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

SOUTHERN LUZON STATE UNIVERSITY

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				7	15		22	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				6	16		22	100.00%
Reliability				9	13		22	100.00%
Access and Facilities				11	11		22	100.00%
Communication				9	13		22	100.00%
Costs						22	22	#DIV/0!
Integrity				10	12		22	100.00%
Assurance				8	14		22	100.00%
Outcome				9	13		22	100.00%
Overall	0	0	0	62	92	22	176	100.00% Outstanding

SLSU Alabat



Campus: **Southern Luzon State University - Alabat Campus**

Rating Period: **January - June 2025**

Total Number of Client Type	Total Number of Respondents
Citizen:	103
Business:	0
Government Employee:	0
Total	103
Sex	Total Number of Respondents
Male	45
Female	58
Total	103
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	65
19 to 25 years old	30
26 to 39 years old	6
40 to 64 years old	2
65+ years old	0
No response	0
Total	103
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	103
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0
No response	0
Total	103



Campus: Southern Luzon State University - Alabat Campus

Rating Period: January - June 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	89	86.41%
CC1. I know what a CC is, but I did NOT see this office's CC	3	2.91%
CC1. I learned of the CC only when I saw this office's CC	6	5.83%
CC1. I do not know what a CC is, and I did not see one in this office	5	4.85%
Total Response	103	100.00%
CC2. Easy to see	89	86.41%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	3	2.91%
CC2. Not visible at all	11	10.68%
CC2. N/A	0	0.00%
Total Response	103	100.00%
CC3. Helped very much	89	86.41%
CC3. Somewhat helped	3	2.91%
CC3. Did not help	11	10.68%
CC3. N/A	0	0.00%
Total Response	103	100.00%

Campus: Southern Luzon State University - Alabat Campus
Rating Period: January - June 2025

Campus: Southern Luzon State University - Alabat Campus
Rating Period: January - June 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating	Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				6	95	2	103	100.00	SQD0				5	98		103	100.00
Reliability				12	91		103	100.00									
Access and Facilities				17	85	1	103	100.00									
Communication				3	100		103	100.00									
Costs				21	15	67	103	100.00									
Integrity				11	92		103	100.00									
Assurance				4	99		103	100.00									
Outcome				8	95		103	100.00									
Overall	0	0	0	82	672	70	824	100.00									

Campus: Southern Luzon State University - Alabat Campus

Rating Period: January - June 2025

EXTERNAL SERVICES	Responses	Total Transactions
Confirmation and Admission of Students	69	69
Request for Issuance of Transcript of Records (TOR)	23	23
Request for Issuance of Certificate of Authentication/Verification (CAV)	5	5
Authentication of Diploma/Registration Form	6	6
	103	103



SLSU Gumaca



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

JANUARY - JUNE 2025

EXTERNAL SERVICES	Responses	Total Transactions
confirmation and admission of students	262	262



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

JANUARY -JUNE 2025

Total Number of Client Type	Total Number of Respondents	No Answer	Total
Citizen:	262	0	262
Business:	0		
Government Employee:	0		
Sex	Total Number of Respondents	No Answer	Total
Male	72	0	262
Female	190		
Age	Total Number of Respondents	No Answer	Total
6 to 12 years old		0	262
13 to 18 years old	236		
19 to 25 years old	24		
26 to 39 years old			
40 to 64 years old	2		
65+ years old			
Region of Residence	Total Number of Respondents	No Answer	Total
Region I	0	0	262
Region II	0		
Region III	0		
Region IV-A	262		
Region IV-B	0		
MIMAROPA	0		
Region V	0		
Region VI	0		
Region VII	0		
Region VIII	0		
Region IX	0		
Region X	0		
Region XI	0		
Region XII	0		
Region XIII	0		
NCR	0		
CAR	0		
BARMM	0		



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

JANUARY - JUNE 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	179	68.32%
CC1. I know what a CC is, but I did NOT see this office's CC	24	9.16%
CC1. I learned of the CC only when I saw this office's CC	11	4.20%
CC1. I do not know what a CC is, and I did not see one in this office	48	18.32%
Total	262	100%
CC2. Easy to see	176	67.18%
CC2. Somewhat easy to see	39	14.89%
CC2. Difficult to see	2	0.76%
CC2. Not visible at all	1	0.38%
CC2. N/A	44	16.79%
Total	262	100%
CC3. Helped very much	186	70.99%
CC3. Somewhat helped	39	14.89%
CC3. Did not help	0	0%
CC3. N/A	37	14.12%
Total	262	100%



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

JANUARY - JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			4	116	141	1	262	98.47%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD1: Responsiveness			5	119	138		262	98.09%
SQD2: Reliability			5	100	157		262	98.09%
SQD3: Access and Facilities			5	118	136	3	262	98.07%
SQD4: Communication			8	90	161	3	262	96.91%
SQD5: Costs			0	0	0	262	262	0.00%
SQD6: Integrity			8	96	155	3	262	96.91%
SQD7: Assurance			5	96	157	4	262	98.06%
SQD8: Outcome			4	105	150	3	262	98.46%
Overall	0	0	40	724	1054	278	2096	97.80%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION

SLSU GUMACA CAMPUS
JANUARY -JUNE 2025

POSITIVE COMMENTS:

- 1 None
- 2
- 3
- 4
- 5

NEGATIVE COMMENTS:

- 1 None
- 2
- 3

SUGGESTIONS:

- 1 Masasabi ko lang po na gusto ko po sa mga susunod pa na araw or generation is mas mapabilis pa yung process niyo
- 2
- 3
- 4
- 5

OTHERS:

- 1 None
- 2
- 3



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

July-December 2025

Total Number of Client Type	Total Number of Respondents	No Answer	Total
Citizen:	32	0	32
Business:	0		
Government Employee:	0		
Sex	Total Number of Respondents	No Answer	Total
Male	9	0	32
Female	23		
Age	Total Number of Respondents	No Answer	Total
6 to 12 years old		0	32
13 to 18 years old	12		
19 to 25 years old	15		
26 to 39 years old	5		
40 to 64 years old			
65+ years old			
Region of Residence	Total Number of Respondents	No Answer	Total
Region I	0	0	32
Region II	0		
Region III	0		
Region IV-A	32		
Region IV-B	0		
MIMAROPA	0		
Region V	0		
Region VI	0		
Region VII	0		
Region VIII	0		
Region IX	0		
Region X	0		
Region XI	0		
Region XII	0		
Region XIII	0		
NCR	0		
CAR	0		
BARMM	0		



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

July-December 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	24	75.00%
CC1. I know what a CC is, but I did NOT see this office's CC	3	9.38%
CC1. I learned of the CC only when I saw this office's CC	1	3.13%
CC1. I do not know what a CC is, and I did not see one in this office	4	12.50%
Total	32	100%
CC2. Easy to see	24	75.00%
CC2. Somewhat easy to see	6	18.75%
CC2. Difficult to see	1	3.13%
CC2. Not visible at all	1	3.13%
CC2. N/A		
Total	32	100%
CC3. Helped very much	26	81.25%
CC3. Somewhat helped	5	15.63%
CC3. Did not help	0	0.00%
CC3. N/A	1	3.13%
Total	32	100%



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

July-December 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				22	10		32	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD1: Responsiveness			1	20	11		32	96.88%
SQD2: Reliability			1	19	12		32	96.88%
SQD3: Access and Facilities			1	18	11		30	96.67%
SQD4: Communication			1	20	11		32	96.88%
SQD5: Costs					0	32	32	100.00%
SQD6: Integrity			1	19	12		32	96.88%
SQD7: Assurance				18	14		32	100.00%
SQD8: Outcome				19	13		32	100.00%
Overall	0	0	5	133	84	32	254	97.75%



Southern Luzon State University
GUMACA CAMPUS
Gumaca, Quezon

July-December 2025

EXTERNAL SERVICES	Responses	Total Transactions
confirmation and admission of students	32	32



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION

SLSU GUMACA CAMPUS
July-December 2025

POSITIVE COMMENTS:

- 1 None
- 2
- 3
- 4
- 5

NEGATIVE COMMENTS:

- 1 None
- 2
- 3

SUGGESTIONS:

- 1 Subra bait po kahit sungit masaya padin
- 2
- 3
- 4
- 5

OTHERS:

- 1 None
- 2
- 3



SLSU Infanta

January to June, 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for Issuance of Transcript of Records (TOR)	40	40
Reques for Issuance of Certificate of Authentication/Verrification (C	5	5
Authentication of Diploma/TOR/Registration Form	80	80
Confirmation and Admission of Students	174	174
	299	299

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old	168	0	168
19 to 25 years old	59	0	59
26 to 39 years old	46	0	46
40 to 64 years old	26	0	26
65+ years old			0
TOTAL	299	0	299
SEX	EXTERNAL	INTERNAL	OVERALL
Male	166	0	166
Female	133	0	133
TOTAL	299	0	299
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	299	0	299
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	183	0	183
BUSINESS			0
GOVERNMENT	18	0	18
DID NOT SPECIFY	98		98
TOTAL	299	0	299

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	182	60.87%
CC1. I know what a CC is, but I did NOT see this office's CC	29	9.70%
CC1. I learned of the CC only when I saw this office's CC	88	29.43%
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	180	60.20%
CC2. Somewhat easy to see	73	24.41%
CC2. Difficult to see	42	14.05%
CC2. Not visible at all	4	1.34%
CC2. N/A	0	0.00%
CC3. Helped very much	210	70.23%
CC3. Somewhat helped	89	29.77%
CC3. Did not help		0.00%
CC3. N/A	0	0.00%

CSS SUMMARY JAN-JUNE 2024

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	78	221	0	299	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	84	215	0	299	100.00%
Reliability	0	0	0	55	244	0	299	100.00%
Access and Facilities	0	0	0	87	212	0	299	100.00%
Communication	0	0	0	60	239	0	299	100.00%
Costs	0	0	0	19	280	0	299	100.00%
Integrity	0	0	0	39	260	0	299	100.00%
Assurance	0	0	0	35	264	0	299	100.00%
Outcome	0	0	0	14	285	0	299	100.00%
Overall	0	0	0	393	1999	0	2392	100.00% Outstanding

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for Issuance of Transcript of Records (TOR)	48	48
Request for Issuance of Certificate of Authentication/Verification (CAV)	33	33
Authentication of Diploma/TOR/Registration Form	33	33
	114	114

[illegible]



Request for Issuance of Transcript of Records (TOR)

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	40		40
BUSINESS	2		2
GOVERNMENT	6		6
DID NOT SPECIFY	0		0

Authentication of Diploma/TOR/Registration Form

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	32		32
BUSINESS	0		0
GOVERNMENT	1		1
DID NOT SPECIFY	0		0

Request for Issuance of Certificate of

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	30		30
BUSINESS	1		1
GOVERNMENT	2		2
DID NOT SPECIFY	0		0

OVERALL

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	102		102
BUSINESS	3		3
GOVERNMENT	9		9
DID NOT SPECIFY	0		0



Request for Issuance of Transcript of Records (TOR)

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	36	70.59%
CC1. I know what a CC is, but I did NOT see this office's CC	3	5.88%
CC1. I learned of the CC only when I saw this office's CC	7	13.73%
CC1. I do not know what a CC is, and I did not see one in this office	2	3.92%
CC2. Easy to see	37	72.55%
CC2. Somewhat easy to see	11	21.57%
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	40	78.43%
CC3. Somewhat helped	8	15.69%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

Request for Issuance of Certificate of Authentication/Verification (CAV)

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	25	357.14%
CC1. I know what a CC is, but I did NOT see this office's CC	2	28.57%
CC1. I learned of the CC only when I saw this office's CC	3	42.86%
CC1. I do not know what a CC is, and I did not see one in this office	3	42.86%
CC2. Easy to see	25	357.14%
CC2. Somewhat easy to see	4	57.14%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	4	57.14%
CC3. Helped very much	27	385.71%
CC3. Somewhat helped	3	42.86%
CC3. Did not help	0	0.00%
CC3. N/A	3	42.86%



Authentication of Diploma/TOR/Registration Form

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	31	17.22%
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	1	0.56%
CC1. I do not know what a CC is, and I did not see one in this office	1	0.56%
CC2. Easy to see	29	16.11%
CC2. Somewhat easy to see	3	1.67%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	0.56%
CC3. Helped very much	30	16.67%
CC3. Somewhat helped	2	1.11%
CC3. Did not help	0	0.00%
CC3. N/A	1	0.56%

SOUTHERN LUZON STATE UNIVERSITY
REGISTRAR'S OFFICE
LUCENA, QUEZON

CSM SUMMARY (JANUARY-JUNE 2020)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Overall	0	0	2	20	64	1	184	89.12%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Registration Services	0	0	0	27	80	3	110	95.45%
Availability	0	0	0	31	78	3	112	93.32%
Access and Facilities	0	0	0	29	80	3	112	93.32%
Communication	0	0	0	24	78	2	104	95.19%
Costs	0	0	0	19	74	3	106	94.34%
Integrity	0	0	0	28	81	3	112	93.32%
Assurance	0	0	0	20	80	3	103	92.37%
Outcomes	0	0	0	20	81	3	104	94.23%
Overall	0	0	2	214	644	13	872	87.33%

Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Request for Issuance of Transcript of Records (TOR)	0	0	0	9	41	1	51	92.16%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Registration Services	0	0	0	8	38	1	47	91.47%
Availability	0	0	0	10	32	1	43	90.70%
Access and Facilities	0	0	0	11	30	1	42	89.52%
Communication	0	0	0	12	28	1	41	87.80%
Costs	0	0	0	8	30	2	40	85.00%
Integrity	0	0	0	12	27	1	40	85.00%
Assurance	0	0	0	10	29	1	40	85.00%
Outcomes	0	0	0	8	30	1	40	85.00%
Overall	0	0	0	73	303	8	384	98.44%

Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Request for Issuance of Certificate of Authentication/Verification (CAV)	0	0	2	10	22	1	35	91.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Registration Services	0	0	0	10	18	1	29	90.00%
Availability	0	0	0	12	17	1	30	90.00%
Access and Facilities	0	0	0	11	18	1	30	90.00%
Communication	0	0	0	12	16	1	29	89.66%
Costs	0	0	0	12	16	1	29	89.66%
Integrity	0	0	0	14	14	1	29	89.66%
Assurance	0	0	0	11	17	1	29	89.66%
Outcomes	0	0	0	13	16	1	30	90.00%
Overall	0	0	2	102	143	8	255	92.20%

Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Authentication of Diploma/TOR/Registration Form	0	0	0	8	24	0	32	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Registration Services	0	0	0	8	24	0	32	100.00%
Availability	0	0	0	8	24	0	32	100.00%
Access and Facilities	0	0	0	8	24	0	32	100.00%
Communication	0	0	0	8	24	0	32	100.00%
Costs	0	0	0	8	24	0	32	100.00%
Integrity	0	0	0	8	24	0	32	100.00%
Assurance	0	0	0	8	24	0	32	100.00%
Outcomes	0	0	0	8	24	0	32	100.00%
Overall	0	0	0	64	196	0	260	99.23%

Outstanding



SLSU Polillo



Republic of the Philippines
SOUTHERN LUZON STATE UNIVERSITY
Polillo Campus, Polillo, Quezon

JANUARY 2025–JUNE 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	230
Business:	0
Government Employee:	0
Sex	Total Number of Respondents
Male	73
Female	157
Age	Total Number of Respondents
3 to 12 years old	0
13 to 18 years old	5
19 to 25 years old	130
26 to 39 years old	65
40 to 64 years old	30
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	230
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
DAR	0
BARMM	0



Republic of the Philippines
SOUTHERN LUZON STATE UNIVERSITY
Polillo Campus, Polillo, Quezon

JANUARY 2025-JUNE 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	230	100.00%
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	0	0.00%
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	215	93.48%
CC2. Somewhat easy to see	15	6.52%
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	226	98.26%
CC3. Somewhat helped	4	1.74%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%



Republic of the Philippines
SOUTHERN LUZON STATE UNIVERSITY
Polillo Campus, Polillo, Quezon

JANUARY-JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	52	178	0	230	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	25	205	0	230	100.00%
Reliability	0	0	0	44	186	0	230	100.00%
Access and Facilities	0	0	2	20	208	0	230	99.13%
Communication	0	0	0	58	172	0	230	100.00%
Costs	0	0	0	35	195	0	230	100.00%
Integrity	0	0	0	26	204	0	230	100.00%
Assurance	0	0	0	19	211	0	230	100.00%
Outcome	0	0	0	13	217	0	230	100.00%
Overall	0	0	2	240	1598	0	1840	99.89%



Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	22	87	0	109	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	5	104	0	109	100.00%
Reliability	0	0	0	14	95	0	109	100.00%
Access and Facilities	0	0	2	5	102	0	109	98.17%
Communication	0	0	0	35	74	0	109	100.00%
Costs	0	0	0	9	100	0	109	100.00%
Integrity	0	0	0	8	101	0	109	100.00%
Assurance	0	0	0	12	97	0	109	100.00%
Outcome	0	0	0	6	103	0	109	100.00%
Overall	0	0	2	94	776	0	872	99.77%

EXTERNAL SERVICES	Response	Total Transactions
Confirmation and Admission of Students	109	109
Request for Issuance of Transcript of Records (TOR)	67	67
Request for Issuance of Certificate of Authentication/Verification (CAV)	40	40
Authentication of Diploma/TOR/Registration Form	14	14

SLSU Tayabas

SOUTHERN LUZON STATE UNIVERSITY
REGISTRAR'S OFFICE
TAYABAS, QUEZON

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	427	427
21. Request for Issuance of Transcript of Records (TOR)	77	77
22. Request for Issuance of Certificate of Authentication/Verification (CAV)	34	34
23. Authentication of Diploma/TOR/Registration Form	11	11
	549	549



OVERALL			
AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	119		119
19 to 25 years old	430		430
26 to 39 years old	0		0
40 to 64 years old	0		0
65+ years old	0		0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	257		257
Female	292		292
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	549		549
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0



OVERALL		
CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	514	93.62%
CC1. I know what a CC is, but I did NOT see this office's CC	35	6.38%
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	0	0.00%
CC2. Easy to see	540	98.36%
CC2. Somewhat easy to see	9	1.64%
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	545	99.27%
CC3. Somewhat helped	4	0.73%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

OVERALL			
CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	549		549
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

SOUTHERN LUZON STATE UNIVERSITY
REGISTRAR'S OFFICE
TAYABAS, QUEZON

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	4	1	69	474	0	549	98.91%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	3	4	6	69	467	0	549	97.63%
Reliability	0	0	1	77	470	1	549	99.82%
Access and Facilities	0	0	0	73	475	1	549	100.00%
Communication	0	1	8	57	483	0	549	98.36%
Costs	2	3	10	58	450	26	549	97.13%
Integrity	2	2	6	70	464	5	549	98.16%
Assurance	1	2	6	65	473	2	549	98.35%
Outcome	0	2	6	73	465	3	549	98.53%
Overall	8	14	43	542	3747	38	4392	98.51% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
TAYABAS CITY CAMPUS
TAYABAS, QUEZON

CSM SUMMARY (JULY -DECEMBER 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
20. Confirmation and Admission of Students	302	302
21. Request for Issuance of Transcript of Records (TOR)	42	42
22. Request for Issuance of Certificate of Authentication/Verification (CAV)	2	2
23. Authentication of Diploma/TOR/Registration Form	30	30
	376	376



OVERALL			
AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	167		167
19 to 25 years old	209		209
26 to 39 years old	0		0
40 to 64 years old	0		0
65+ years old	0		0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	154		154
Female	222		222
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	376		376
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0



OVERALL		
CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	352	93.62%
CC1. I know what a CC is, but I did NOT see this office's CC	8	2.13%
CC1. I learned of the CC only when I saw this office's CC	2	0.53%
CC1. I do not know what a CC is, and I did not see one in this office	14	3.72%
CC2. Easy to see	355	94.41%
CC2. Somewhat easy to see	20	5.32%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	1	0.27%
CC2. N/A	0	0.00%
CC3. Helped very much	360	95.74%
CC3. Somewhat helped	10	2.66%
CC3. Did not help	0	0.00%
CC3. N/A	6	1.60%

OVERALL			
CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	376		376
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

SOUTHERN LUZON STATE UNIVERSITY
REGISTRAR'S OFFICE
TAYABAS, QUEZON

CSM SUMMARY (JULY-DECEMBER 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	4	0	0	30	342	0	376	98.94%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	4	1	0	41	330	0	376	98.67%
Reliability	1	0	0	33	342	0	376	99.73%
Access and Facilities	2	4	0	23	347	0	376	98.40%
Communication	2	0	0	23	347	4	376	99.46%
Costs	2	0	4	24	172	174	376	97.03%
Integrity	4	0	0	27	344	1	376	98.93%
Assurance	1	0	6	25	344	0	376	98.14%
Outcome	1	0	0	27	348	0	376	99.73%
Overall	17	5	10	223	2574	179	3008	98.87% Outstanding

20. Confirmation and Admission of Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	4	0	0	30	268	0	302	98.68%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	4	1	0	37	260	0	302	98.34%
Reliability	1	0	0	24	277	0	302	99.67%
Access and Facilities	2	4	0	21	275	0	302	98.01%
Communication	2	0	0	23	273	4	302	99.33%
Costs	2	0	4	23	169	104	302	96.97%
Integrity	4	0	0	24	274	0	302	98.68%
Assurance	1	0	6	23	272	0	302	97.68%
Outcome	1	0	0	23	278	0	302	99.67%
Overall	7	14	43	511	2816	25	3416	98.11%

21. Request for Issuance of Transcript of Records (TOR)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	42	0	42	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	42	0	42	100.00%
Reliability	0	0	0	3	39	0	42	100.00%
Access and Facilities	0	0	0	0	42	0	42	100.00%
Communication	0	0	0	0	42	0	42	100.00%
Costs	0	0	0	1	1	40	42	100.00%
Integrity	0	0	0	2	39	1	42	100.00%
Assurance	0	0	0	2	40	0	42	100.00%
Outcome	0	0	0	2	40	0	42	100.00%
Overall	0	0	0	10	327	41	378	100.00%

22. Request for Issuance of Certificate of Authentication/Verification (CAV)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	2	0	2	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	1	0	2	100.00%
Reliability	0	0	0	0	2	0	2	100.00%
Access and Facilities	0	0	0	0	2	0	2	100.00%
Communication	0	0	0	0	2	0	2	100.00%
Costs	0	0	0	0	2	0	2	100.00%
Integrity	0	0	0	0	2	0	2	100.00%
Assurance	0	0	0	0	2	0	2	100.00%
Outcome	0	0	0	0	2	0	2	100.00%
Overall	0	0	0	1	17	0	18	100.00%

23. Authentication of Diploma/TOR/Registration Form

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	30	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	3	27	0	30	100.00%
Reliability	0	0	0	6	24	0	30	100.00%
Access and Facilities	0	0	0	2	28	0	30	100.00%
Communication	0	0	0	0	30	0	30	100.00%
Costs	0	0	0	0	0	30	30	100.00%
Integrity	0	0	0	1	29	0	30	100.00%
Assurance	0	0	0	0	30	0	30	100.00%
Outcome	0	0	0	2	28	0	30	100.00%
Overall	0	0	0	14	226	30	270	100.00%



SLSU Tiaong

SOUTHERN LUZON STATE UNIVERSITY		
TIAONG CAMPUS		
REGISTRAR'S OFFICE		
CSM SUMMARY (JAN-JUN 2025)		
EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission of Students	226	226
Request for Issuance of Transcript of Records (TOR)	168	168
Request for Issuance of Certificate of Authentication/Verification (CAV)	130	130
Authentication of Diploma/TOR/Registration Form	5	5
	529	529

TOTAL			
AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old	133		133
19 to 25 years old	131		131
26 to 39 years old	224		224
40 to 64 years old	41		41
65+ years old			0
			529
SEX	EXTERNAL	INTERNAL	OVERALL
Male	192		192
Female	337		337
			529
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	529		529
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



OVERALL

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	529		529
BUSINESS	0		0
GOVERNMENT	0		0
DID NOT SPECIFY	0		0

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	300	56.71%
CC1. I know what a CC is, but I did NOT see this office's CC	7	1.32%
CC1. I learned of the CC only when I saw this office's CC	222	41.97%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
	529	
CC2. Easy to see	428	80.91%
CC2. Somewhat easy to see	100	18.90%
CC2. Difficult to see	1	0.19%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
	529	
CC3. Helped very much	464	87.71%
CC3. Somewhat helped	61	11.53%
CC3. Did not help	0	0.00%
CC3. N/A	4	0.76%
	529	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	3	144	382	0	529	99.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	3	26	500	0	529	99.43%
Reliability	0	1	7	62	459	0	529	98.49%
Access and Facilities	0	0	0	24	505	0	529	100.00%
Communication	0	2	3	8	516	0	529	99.05%
Costs	0	0	19	101	409	0	529	96.41%
Integrity	0	0	0	39	490	0	529	100.00%
Assurance	0	0	2	37	490	0	529	99.62%
Outcome	0	0	5	42	482	0	529	99.05%
Overall	0	0	2	170	3851	0	4232	95.01%



9. Office of Student Affairs- Guidance and Counseling Testing Center
January – June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	238
Business:	3
Government Employee:	16
Sex	Total Number of Respondents
Male	85
Female	172
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	11
19 to 25 years old	223
26 to 39 years old	27
40 to 64 years old	7
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	2
Region III	0
Region IV-A	255
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	160	62.26
CC1. I know what a CC is, but I did NOT see this office's CC	22	8.56
CC1. I learned of the CC only when I saw this office's CC	43	16.73
CC1. I do not know what a CC is, and I did not see one in this office	32	12.45
CC2. Easy to see	162	63.04
CC2. Somewhat easy to see	72	28.02
CC2. Difficult to see	8	3.1
CC2. Not visible at all	1	0.39
CC2. N/A	14	5.45
CC3. Helped very much	186	72.37
CC3. Somewhat helped	45	17.51
CC3. Did not help	2	0.78
CC3. N/A	24	9.34

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				68	189	0	257	100

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				68	189	0	257	100.00
Reliability				67	190	0	257	100.00
Access and Facilities				73	184	0	257	100.00
Communication				68	189	0	257	100.00
Costs				68	188	1	257	100.00
Integrity				65	192	0	257	100.00
Assurance				64	193	0	257	100.00
Outcome				65	192	0	257	100.00
Overall	0	0	0	606	1706	1	2313	100.00

EXTERNAL SERVICES	Responses	Total Transactions
Issuance of Good Moral Certificate	257	257



July – December 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	102
Business:	0
Government Employee:	5
Sex	Total Number of Respondents
Male	42
Female	65
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	6
19 to 25 years old	82
26 to 39 years old	15
40 to 64 years old	4
65+ years old	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	107
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	59	55.14
CC1. I know what a CC is, but I did NOT see this office's CC	11	10
CC1. I learned of the CC only when I saw this office's CC	13	12.15
CC1. I do not know what a CC is, and I did not see one in this office	24	22
CC2. Easy to see	59	55.14
CC2. Somewhat easy to see	11	10.28
CC2. Difficult to see	13	12.15
CC2. Not visible at all	24	22.43
CC2. N/A		
	62	57.94
CC3. Helped very much	18	16.82
CC3. Somewhat helped	2	1.87
CC3. Did not help	25	23.36
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				41	66	0	107	100.00
Reliability				31	76	0	107	100.00
Access and Facilities				32	75	0	107	100.00
Communication				44	63	0	107	100.00
Costs				36	70	1	107	100.00
Integrity				35	72	0	107	100.00
Assurance				33	73	1	107	100.00
Outcome				32	73	2	107	100.00
Overall	0	0	0	319	640	4	963	100.00

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				35	72	0	107	100

EXTERNAL SERVICES	Response	Total Transactions
Issuance of Good Moral Certificate	107	821



10. Library Services January – June 2025

[illegible]



OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old	36	62	98
19 to 25 years old	28	507	535
26 to 39 years old		37	37
40 to 64 years old		2	2
65+ years old			
	64	608	672
SEX	EXTERNAL	INTERNAL	OVERALL
Male	26	225	251
Female	38	383	421
	64	608	672
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	64	608	672
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0
	64	608	672

OVERALL CUSTOMER TYPE

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	64	586	650
BUSINESS			0
GOVERNMENT		22	22
DID NOT SPECIFY			0
	64	608	672

672

OVERALL CITIZEN'S CHARTER

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	492	73.21%
CC1. Yes, but aware only when I saw the CC of this office	119	17.71%
CC1. No, not aware of the CC	61	9.08%
CC2. Yes, the CC was easy to find	616	91.67%
CC2. Yes, but the CC was hard to find	14	2.08%
CC2. No, I did not see this office's CC	42	6.25%
CC3. Yes, I was able to use the CC	634	94.35%
CC3. No, I was not able to use the CC because _____	38	5.65%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	8	3	3	170	488	0	672	97.92%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	7	2	6	178	479	0	672	97.77%
Reliability	6	0	3	164	499	0	672	98.66%
Access and Facilities	7	2	3	369	291	0	672	98.21%
Communication	8	2	11	171	480	0	672	96.88%
Costs	0	0	2	9	20	641	672	93.55%
Integrity	6	3	2	159	502	0	672	98.36%
Assurance	6	0	5	145	516	0	672	98.36%
Outcome	5	1	4	165	497	0	672	98.51%
Overall	53	13	39	1530	3772	641	6048	98.06%

Outstanding



July – December 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
ENCODING/ACTIVATION OF CLIENT/PATRON INFORMATION - SLSU STUDENTS	104	104
LENDING OF BOOKS AND OTHER MATERIALS - SLSU Students, Faculty and Employees	104	142
RETURNING OF BOOKS AND OTHER MATERIALS - SLSU Students, Faculty and Employees	104	142
LIBRARY SIGNING OF CLEARANCE	159	263
ISSUANCE OF REFERRAL LETTER	18	19
TOTAL:	489	670

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
LENDING OF BOOKS AND OTHER MATERIALS - NON-SLSU CLIENTS		
<i>A. High school students</i>	10	10
<i>B. College or graduate school student</i>	7	7
RETURNING OF BORROWED BOOKS	17	17
TOTAL	34	34



OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old	20	10	30
19 to 25 years old	10	460	470
26 to 39 years old	4	18	22
40 to 64 years old		1	1
65+ years old			
	34	489	523
SEX	EXTERNAL	INTERNAL	OVERALL
Male	8	159	167
Female	26	330	356
	34	489	523
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	34	489	523
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

OVERALL CUSTOMER TYPE

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	34	478	512
BUSINESS		2	2
GOVERNMENT		9	9
DID NOT SPECIFY			0

34 489



OVERALL CITIZEN'S CHARTER

CITIZEN'S CHARTER	Responses	Percentage
CC1. Yes, aware before my transaction with this office	373	71.32%
CC1. Yes, but aware only when I saw the CC of this office	146	27.92%
CC1. No, not aware of the CC	4	0.76%
CC2. Yes, the CC was easy to find	349	66.73%
CC2. Yes, but the CC was hard to find	173	33.08%
CC2. No, I did not see this office's CC	1	0.19%
CC3. Yes, I was able to use the CC	523	100.00%
CC3. No, I was not able to use the CC because _____		0.00%

This is a dynamic table. It expands or contracts to include new data or remove empty data, without requiring manual updates.

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				115	405	3	523	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	0	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	143	376	4	523	100.00%
Reliability	0	4	4	121	394	0	523	98.47%
Access and Facilities	0	0	5	124	379	15	523	99.02%
Communication	0	0	0	133	378	12	523	100.00%
Costs	0	0	24	49	180	270	523	90.51%
Integrity	0	0	0	106	417	0	523	100.00%
Assurance	0	0	0	98	425	0	523	100.00%
Outcome	0	0	17	124	367	12	523	96.09%
Overall	0	4	50	1008	3323	343	4707	99.24% Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	0	0	N/A	Responses	Rating
Responsiveness	0	0	0	10	24	0	34	100.00%
Reliability	0	0	0	8	26	0	34	100.00%
Access and Facilities	0	0	0	12	22	0	34	100.00%
Communication	0	0	0	13	21	0	34	100.00%
Costs	0	0	0	6	28	0	34	100.00%
Integrity	0	0	0	4	30	0	34	100.00%
Assurance	0	0	0	6	28	0	34	100.00%
Outcome	0	0	0	6	28	0	34	100.00%
Overall	0	0	0	75	231	0	306	100.00% Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	133	352	4	489	100.00%
Reliability	0	4	4	113	368	0	489	98.36%
Access and Facilities	0	0	5	112	359	13	489	98.95%
Communication	0	0	0	120	357	12	489	100.00%
Costs	0	0	24	43	154	270	491	89.14%
Integrity	0	0	0	102	387	0	489	100.00%
Assurance	0	0	0	92	397	0	489	100.00%
Outcome	0	0	17	118	339	12	486	96.41%
Overall	0	10	77	935	3090	343	4400	99.21% Outstanding



11. Office of the University Registrar
January – June 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
1 Request for Issuance of Transcript of Records (TOR)	300	859
2 Request for Issuance of Certification, Authentication & Verification (CAV)	166	234
3 Request for Issuance of Graduate's Credentials	147	220
4 Request for Issuance of General Weighted Average (CWA)	80	100
5 Request for Issuance of Authentication of Diploma, Transcript of Records & Registration Form	286	1062
6 Request and Issuance of Student Evaluation Prior to Application for Graduation	350	793
7 Request for Issuance of Transfer Credentials	198	402
8 Claiming/Released of Requested of Documents	535	3030
TOTAL	2062	6700

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	1368	0	1368
26 to 39 years old	516	0	516
40 to 64 years old	7	0	7
65+ years old	0	0	0
DID NOT SPECIFY	171	0	171
SEX	EXTERNAL	INTERNAL	OVERALL
Male	697	0	697
Female	1109	0	1109
DID NOT SPECIFY	256	0	256
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	1541	0	1541
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
DID NOT SPECIFY	521	0	521



CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	1304	0	1304
BUSINESS	159	0	159
GOVERNMENT	413	0	413
DID NOT SPECIFY	186	0	186
Total	2062	0	2062

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	1196	58.00%
CC1. I know what a CC is, but I did NOT see this office's CC	532	25.80%
CC1. I learned of the CC only when I saw this office's CC	185	8.97%
CC1. I do not know what a CC is, and I did not see one in this office	149	7.23%
		100.00%
CC2. Easy to see	1212	58.78%
CC2. Somewhat easy to see	592	28.71%
CC2. Difficult to see	126	6.11%
CC2. Not visible at all	88	4.27%
CC2. N/A	44	2.13%
		100.00%
CC3. Helped very much	1262	61.20%
CC3. Somewhat helped	558	27.06%
CC3. Did not help	112	5.43%
CC3. N/A	130	6.30%
		100.00%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	36	725	1301	0	2062	98.25%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	47	756	1259	0	2062	97.72%
Reliability	0	0	27	780	1255	0	2062	98.69%
Access and Facilities	0	0	25	772	1265	0	2062	98.79%
Communication	0	0	42	811	1209	0	2062	97.96%
Costs	0	0	26	768	1268	0	2062	98.74%
Integrity	0	0	28	759	1275	0	2062	98.64%
Assurance	0	0	29	803	1230	0	2062	98.59%
Outcome	0	0	36	808	1218	0	2062	98.25%
Overall	0	0	260	6257	9979	0	16496	98.42% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Transcript of Records

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	4	145	151	0	300	98.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	5	144	151	0	300	98.33%
Reliability	0	0	4	145	151	0	300	98.67%
Access and Facilities	0	0	0	150	150	0	300	100.00%
Communication	0	0	5	148	147	0	300	98.33%
Costs	0	0	4	145	151	0	300	98.67%
Integrity	0	0	4	145	151	0	300	98.67%
Assurance	0	0	4	146	150	0	300	98.67%
Outcome	0	0	4	146	150	0	300	98.67%
Overall	0	0	30	1169	1201	0	2400	98.75% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Certifications, Authentication & Verifications

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	5	76	85	0	166	96.99%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	5	71	90	0	166	96.99%
Reliability	0	0	0	85	81	0	166	100.00%
Access and Facilities	0	0	0	80	86	0	166	100.00%
Communication	0	0	0	80	86	0	166	100.00%
Costs	0	0	0	80	86	0	166	100.00%
Integrity	0	0	6	80	80	0	166	96.39%
Assurance	0	0	5	80	81	0	166	96.99%
Outcome	0	0	5	79	82	0	166	96.99%
Overall	0	0	21	635	672	0	1328	98.42% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Graduates Credential

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	6	51	90	0	147	95.92%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	4	50	93	0	147	97.28%
Reliability	0	0	3	50	94	0	147	97.96%
Access and Facilities	0	0	0	53	94	0	147	100.00%
Communication	0	0	8	45	94	0	147	94.56%
Costs	0	0	0	51	96	0	147	100.00%
Integrity	0	0	5	49	93	0	147	96.60%
Assurance	0	0	0	47	100	0	147	100.00%
Outcome	0	0	8	47	92	0	147	94.56%
Overall	0	0	28	392	756	0	1176	97.62% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Certification of Weighted Average

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	6	35	39	0	80	92.50%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	6	34	40	0	80	92.50%
Reliability	0	0	7	31	42	0	80	91.25%
Access and Facilities	0	0	9	30	41	0	80	88.75%
Communication	0	0	10	25	45	0	80	87.50%
Costs	0	0	7	23	50	0	80	91.25%
Integrity	0	0	2	23	55	0	80	97.50%
Assurance	0	0	6	24	50	0	80	92.50%
Outcome	0	0	8	24	48	0	80	90.00%
Overall	0	0	55	214	371	0	640	91.41% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Authentication (Transcript of Records, Diploma & Registration Form)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	2	105	179	0	286	99.30%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	9	103	174	0	286	96.85%
Reliability	0	0	4	106	176	0	286	98.60%
Access and Facilities	0	0	4	115	167	0	286	98.60%
Communication	0	0	8	127	151	0	286	97.20%
Costs	0	0	1	122	163	0	286	99.65%
Integrity	0	0	5	126	155	0	286	98.25%
Assurance	0	0	1	141	144	0	286	99.65%
Outcome	0	0	3	140	143	0	286	98.95%
Overall	0	0	35	980	1273	0	2288	98.47% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Transfer Credentials

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	55	142	0	198	99.49%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	7	63	128	0	198	96.46%
Reliability	0	0	2	60	136	0	198	98.99%
Access and Facilities	0	0	2	47	149	0	198	98.99%
Communication	0	0	3	71	124	0	198	98.48%
Costs	0	0	3	49	146	0	198	98.48%
Integrity	0	0	3	47	148	0	198	98.48%
Assurance	0	0	3	63	132	0	198	98.48%
Outcome	0	0	2	72	124	0	198	98.99%
Overall	0	0	25	472	1087	0	1584	98.42% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Student Evaluation

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	2	110	238	0	350	99.43%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	120	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	7	120	223	0	350	98.00%
Reliability	0	0	1	119	230	0	350	99.71%
Access and Facilities	0	0	2	118	230	0	350	99.43%
Communication	0	0	0	127	223	0	350	100.00%
Costs	0	0	2	121	227	0	350	99.43%
Integrity	0	0	2	113	235	0	350	99.43%
Assurance	0	0	2	122	226	0	350	99.43%
Outcome	0	0	0	110	240	0	350	100.00%
Overall	0	0	16	950	1834	0	2800	99.43% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Claimed/Released of Requested Documents

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	10	148	377	0	535	98.13%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	4	171	360	0	535	99.25%
Reliability	0	0	6	184	345	0	535	98.88%
Access and Facilities	0	0	8	179	348	0	535	98.50%
Communication	0	0	8	188	339	0	535	98.50%
Costs	0	0	9	177	349	0	535	98.32%
Integrity	0	0	1	176	358	0	535	99.81%
Assurance	0	0	8	180	347	0	535	98.50%
Outcome	0	0	6	190	339	0	535	98.88%
Overall	0	0	50	1445	2785	0	4280	98.83% Outstanding



July – December 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
1 Request for Issuance of Transcript of Records (TOR)	306	1,508
2 Request for Issuance of Certification, Authentication & Verification (CAV)	224	536
3 Request for Issuance of Graduate's Credentials	328	2,231
4 Request for Issuance of General Weighted Average (CWA-GS,BS,Undergrad/HS)	98	132
5 Request for Issuance of Authentication of Diploma, Transcript of Records & Registration Form	299	1,338
6 Request for Issuance of Student Evaluation Prior to Application for Graduation	266	859
7 Request for Issuance of Transfer Credentials	195	355
8 Claiming/ Released of Requested of Documents	349	3,861
9 Enrollment of Continuing Undergraduate Students (via Google Form)	10,902	10,902
10 Enrollment of Continuing Graduate Students	220	514
11 Enrollment of New Graduate Students	128	152
TOTAL	13,315	22,468

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	12459		12459
BUSINESS	126		126
GOVERNMENT	316		316
DD NOT SPECIFY	414		414
Total	13315	0	13315



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	90		90
13 to 18 years old	2094		2094
19 to 25 years old	9726		9726
26 to 39 years old	687		687
40 to 64 years old	86		86
65+ years old	7		7
DID NOT SPECIFY	625		625
SEX	EXTERNAL	INTERNAL	OVERALL
Male	5314		5314
Female	7386		7386
DID NOT SPECIFY	615		615
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	5		5
Region IV-A	12548		12548
Region IV-B	0		0
MIMAROPA	0		0
Region V	16		16
Region VI	0		0
Region VII	0		0
Region VIII	1		1
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	15		15
CAR	0		0
BARMM	0		0
DID NOT SPECIFY	730		730



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	5532	41.55%
CC1. I know what a CC is, but I did NOT see this office's CC	3511	26.37%
CC1. I learned of the CC only when I saw this office's CC	2252	16.91%
CC1. I do not know what a CC is, and I did not see one in this office	1403	10.54%
No Response	617	4.63%
	13315	100.00%
CC2. Easy to see	5131	38.54%
CC2. Somewhat easy to see	3751	28.17%
CC2. Difficult to see	939	7.05%
CC2. Not visible at all	346	2.60%
CC2. N/A	2197	16.50%
No Response	951	7.14%
	13315	100.00%
CC3. Helped very much	5912	44.40%
CC3. Somewhat helped	3719	27.93%
CC3. Did not help	292	2.19%
CC3. N/A	2375	17.84%
No Response	1017	7.64%
	13315	100.00%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Transcript of Records

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	34	271	0	306	99.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	25	280	0	306	99.67%
Reliability	0	0	1	25	280	0	306	99.67%
Access and Facilities	0	0	1	24	281	0	306	99.67%
Communication	0	0	1	28	277	0	306	99.67%
Costs	0	0	1	29	276	0	306	99.67%
Integrity	0	0	1	24	281	0	306	99.67%
Assurance	0	0	1	26	279	0	306	99.67%
Outcome	0	0	0	20	286	0	306	100.00%
Overall	0	0	7	201	2240	0	2448	99.71% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Graduates Credential

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	57	270	0	328	99.70%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	57	270	0	328	99.70%
Reliability	0	0	1	59	268	0	328	99.70%
Access and Facilities	0	0	2	63	263	0	328	99.39%
Communication	0	0	2	54	272	0	328	99.39%
Costs	0	0	1	53	274	0	328	99.70%
Integrity	0	0	1	55	272	0	328	99.70%
Assurance	0	0	1	52	275	0	328	99.70%
Outcome	0	0	1	56	271	0	328	99.70%
Overall	0	0	10	449	2165	0	2624	99.62% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Certification of Weighted Average

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	39	59	0	98	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	31	67	0	98	100.00%
Reliability	0	0	0	33	65	0	98	100.00%
Access and Facilities	0	0	0	32	66	0	98	100.00%
Communication	0	0	0	33	65	0	98	100.00%
Costs	0	0	0	28	70	0	98	100.00%
Integrity	0	0	0	35	63	0	98	100.00%
Assurance	0	0	0	34	64	0	98	100.00%
Outcome	0	0	0	29	69	0	98	100.00%
Overall	0	0	0	255	529	0	784	100.00% Outsta



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Authentication (Transcript of Records, Diploma & Registration Form)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	298	0	299	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	298	0	299	100.00%
Reliability	0	0	0	2	297	0	299	100.00%
Access and Facilities	0	0	0	2	297	0	299	100.00%
Communication	0	0	0	1	298	0	299	100.00%
Costs	0	0	0	1	298	0	299	100.00%
Integrity	0	0	0	1	298	0	299	100.00%
Assurance	0	0	0	1	298	0	299	100.00%
Outcome	0	0	0	1	298	0	299	100.00%
Overall	0	0	0	10	2382	0	2392	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Transfer Credentials

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
QD 0	0	0	0	2	193	0	195	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
responsiveness	0	0	0	5	190	0	195	100.00%
reliability	0	0	0	4	191	0	195	100.00%
ccess and Facilities	0	0	0	4	191	0	195	100.00%
ommunication	0	0	0	2	193	0	195	100.00%
osts	0	0	0	5	190	0	195	100.00%
itegrity	0	0	0	2	193	0	195	100.00%
ssurance	0	0	0	1	194	0	195	100.00%
utcome	0	0	0	4	191	0	195	100.00%
verall	0	0	0	27	1533	0	1560	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Request of Issuance of Student Evaluation

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	1	7	86	172	0	266	96.99%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	2	5	97	162	0	266	97.37%
Reliability	0	1	5	81	179	0	266	97.74%
Access and Facilities	0	1	5	88	172	0	266	97.74%
Communication	0	1	5	89	171	0	266	97.74%
Costs	0	0	7	89	170	0	266	97.37%
Integrity	0	0	5	90	171	0	266	98.12%
Assurance	0	0	3	85	178	0	266	98.87%
Outcome	0	0	2	78	186	0	266	99.25%
Overall	0	5	37	697	1389	0	2128	98.03% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Claimed/Released of Requested Documents

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	4	131	214	0	349	98.85%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	129	220	0	349	100.00%
Reliability	0	0	0	122	227	0	349	100.00%
Access and Facilities	0	0	4	126	219	0	349	98.85%
Communication	0	0	4	126	219	0	349	98.85%
Costs	0	0	4	142	203	0	349	98.85%
Integrity	0	0	0	134	215	0	349	100.00%
Assurance	0	0	0	122	227	0	349	100.00%
Outcome	0	0	0	131	218	0	349	100.00%
Overall	0	0	12	1032	1748	0	2792	99.57% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Enrollment of Continuing Undergraduate Students (via Google Form)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	54	99	1375	5149	3480	745	10902	84.96%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	90	191	1550	5168	3124	779	10902	81.91%
Reliability	48	69	1263	5230	3553	739	10902	86.42%
Access and Facilities	50	102	1462	5220	3227	841	10902	83.96%
Communication	43	111	1442	5152	3390	764	10902	84.26%
Costs	67	121	1582	4987	3136	1009	10902	82.11%
Integrity	63	120	1479	4999	3483	758	10902	83.62%
Assurance	48	85	1322	5094	3611	742	10902	85.68%
Outcome	45	77	1311	5227	3476	766	10902	85.86%
Overall	454	876	11411	41077	27000	6398	87216	84.23%

Satisfactory



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Enrollment of Continuing Graduate Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	1	219	0	220	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	44	176	0	220	100.00%
Reliability	0	0	0	0	220	0	220	100.00%
Access and Facilities	0	0	0	0	220	0	220	100.00%
Communication	0	0	0	0	220	0	220	100.00%
Costs	0	0	0	0	220	0	220	100.00%
Integrity	0	0	0	0	220	0	220	100.00%
Assurance	0	0	0	0	220	0	220	100.00%
Outcome	0	0	0	0	220	0	220	100.00%
Overall	0	0	0	44	1716	0	1760	100.00%

Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

Enrollment of New Graduate Students

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	7	121	0	128	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	6	122	0	128	100.00%
Reliability	0	0	0	7	121	0	128	100.00%
Access and Facilities	0	0	0	3	125	0	128	100.00%
Communication	0	0	0	3	125	0	128	100.00%
Costs	0	0	0	4	124	0	128	100.00%
Integrity	0	0	0	3	125	0	128	100.00%
Assurance	0	0	0	4	124	0	128	100.00%
Outcome	0	0	0	7	121	0	128	100.00%
Overall	0	0	0	37	987	0	1024	100.00%

Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JULY - DECEMBER 2025
OFFICE OF THE UNIVERSITY REGISTRAR

OVERALL RATING

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	54	100	1388	5540	5488	745	13315	87.73%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	90	193	1557	5643	5053	779	13315	85.32%
Reliability	48	70	1270	5593	5595	739	13315	88.96%
Access and Facilities	50	103	1474	5600	5247	841	13315	86.96%
Communication	43	112	1454	5517	5425	764	13315	87.18%
Costs	67	121	1595	5383	5140	1009	13315	85.51%
Integrity	63	120	1486	5366	5522	758	13315	86.71%
Assurance	48	85	1327	5462	5651	742	13315	88.39%
Outcome	45	77	1314	5577	5536	766	13315	88.56%
Overall	454	881	11477	44141	43169	6398	106520	87.20%

Satisfactory



12. Graduate School

SOUTHERN LUZON STATE UNIVERSITY

GRADUATE SCHOOL

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Confirmation and Admission	8	8
Application for Comprehensive Examination	3	3
Application for Pre-Oral Research Defense	5	5
Application for Final Defense	30	30
Request for Complete Academic Requirements Certificate	2	2
	48	48

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	7	0	7
26 to 39 years old	31	0	31
40 to 64 years old	8	0	8
65+ years old	0	0	0
Did not specify	2	0	2
SEX	EXTERNAL	INTERNAL	OVERALL
Male	12	0	12
Female	36	0	36
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	46	0	46
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
Did not specify	2	0	2



CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	27	0	27
BUSINESS	1	0	1
GOVERNMENT	20	0	20
DID NOT SPECIFY	0	0	0

20. Confirmation and Admission of Students

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	44	91.67%
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	1	2.08%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
Did not specify	3	6.25%
	48	
CC2. Easy to see	43	89.58%
CC2. Somewhat easy to see	3	6.25%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	2.08%
Did not specify	1	2.08%
	48	
CC3. Helped very much	46	95.83%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
CC3. Did not specify	2	4.17%
	48	

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	48	0	48	100.00%

Outstanding

January – June 2025

126



SUPPLY AND PROPERTY OFFICE

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SIGNING OF UNIVERSITY CLEARANCE	45	45
REQUEST FOR ISSUANCE OF INVENTORY CUSTODIAN SLIP (ICS) FOR TRANSFERRED INVENTORIES	26	26
ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR TRANSFERRED PPE	16	16



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	3	3	6
26 to 39 years old	30	62	92
40 to 64 years old	12	22	34
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	11	39	50
Female	34	48	82
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	45	87	132
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			
BUSINESS	45		45
GOVERNMENT		87	87



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	42	31.82%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office	90	68.18%
CC2. Easy to see	132	100.00%
CC2. Somewhat easy to see		0.00%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	132	100.00%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	0	0	87	0	87	100.00%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	0	0	87	0	87	100.00%
Reliability	0	0	0	0	87	0	87	100.00%
Access and Facilities	0	0	0	0	87	0	87	100.00%
Communication	0	0	0	0	87	0	87	100.00%
Costs	0	0	0	0	0	0	0	#DIV/0!
Integrity	0	0	0	0	87	0	87	100.00%
Assurance	0	0	0	0	87	0	87	100.00%
Outcome	0	0	0	0	87	0	87	100.00%
Overall	0	0	0	0	609	0	609	100.00%



Supply and Property Management office

REQUEST FOR DELIVERY INSPECTION AND ACCEPTANCE OF GOODS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					45		45	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					45	0	45	100.00%
Reliability					45	0	45	100.00%
Access and Facilities					45	0	45	100.00%
Communication					45	0	45	100.00%
Costs					0	0	0	#DIV/0!
Integrity					45	0	45	100.00%
Assurance					45	0	45	100.00%
Outcome					45	0	45	100.00%
Overall	0	0	0	0	315	0	315	100.00% Outstanding



SQD for Overall (132 Responses)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					132		132	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					132	0	132	100.00%
Reliability					132	0	132	100.00%
Access and Facilities					132	0	132	100.00%
Communication					132	0	132	100.00%
Costs						1	1	#DIV/0!
Integrity					132	0	132	100.00%
Assurance					132	0	132	100.00%
Outcome					132	0	132	100.00%
Overall	0	0	0	0	924	1	925	100.00% Outstanding

July – December 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
REQUEST FOR DELIVERY INSPECTION AND ACCEPTANCE OF GOODS	45	45



INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SIGNING OF UNIVERSITY CLEARANCE	45	45
REQUEST FOR ISSUANCE OF INVENTORY CUSTODIAN SLIP (ICS) FOR TRANSFERRED INVENTORIES	26	26
ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR TRANSFERRED PPE	16	16

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	3	3	6
26 to 39 years old	30	62	92
40 to 64 years old	12	22	34
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	11	39	50
Female	34	48	82
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	45	87	132
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			
BUSINESS	45		45
GOVERNMENT		87	87

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	42	31.82%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office	90	68.18%
CC2. Easy to see	132	100.00%
CC2. Somewhat easy to see		0.00%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	132	100.00%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	0	0	87	0	87	100.00%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	0	0	87	0	87	100.00%
Reliability	0	0	0	0	87	0	87	100.00%
Access and Facilities	0	0	0	0	87	0	87	100.00%
Communication	0	0	0	0	87	0	87	100.00%
Costs	0	0	0	0	0	0	0	#DIV/0!
Integrity	0	0	0	0	87	0	87	100.00%
Assurance	0	0	0	0	87	0	87	100.00%
Outcome	0	0	0	0	87	0	87	100.00%
Overall	0	0	0	0	609	0	609	100.00%



Supply and Property Management office

REQUEST FOR DELIVERY INSPECTION AND ACCEPTANCE OF GOODS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					45		45	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					45	0	45	100.00%
Reliability					45	0	45	100.00%
Access and Facilities					45	0	45	100.00%
Communication					45	0	45	100.00%
Costs					0	0	0	#DIV/0!
Integrity					45	0	45	100.00%
Assurance					45	0	45	100.00%
Outcome					45	0	45	100.00%
Overall	0	0	0	0	315	0	315	100.00% Outstanding



Supply & Property Office

SQD for Overall (132 Responses)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					132		132	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					132	0	132	100.00%
Reliability					132	0	132	100.00%
Access and Facilities					132	0	132	100.00%
Communication					132	0	132	100.00%
Costs						132	132	#DIV/0!
Integrity					132	0	132	100.00%
Assurance					132	0	132	100.00%
Outcome					132	0	132	100.00%
Overall	0	0	0	0	924	132	1056	100.00% Outstanding



January – June 2025

134



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	10	10
19 to 25 years old	0	250	250
26 to 39 years old	0	17	17
40 to 64 years old	0	0	0
65+ years old	0	0	0
	0	277	277
SEX	EXTERNAL	INTERNAL	OVERALL
Male	0	120	120
Female	0	157	157
	0	277	277
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	265	265
Region IV-B	0	12	12
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
	0	277	277

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	0	265	265
BUSINESS	0	0	0
GOVERNMENT	0	12	12
DID NOT SPECIFY	0	0	0
	0	277	277

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	265	84.00%
CC1. I know what a CC is, but I did NOT see this office's CC	10	15.00%
CC1. I learned of the CC only when I saw this office's CC	1	0.01%
CC1. I do not know what a CC is, and I did not see one in this office	1	0.01%
	277	
CC2. Easy to see	265	84.00%
CC2. Somewhat easy to see	10	15.00%
CC2. Difficult to see	1	0.01%
CC2. Not visible at all	1	0.01%
CC2. N/A	0	
	277	
CC3. Helped very much	265	84.00%
CC3. Somewhat helped	10	15.00%
CC3. Did not help	2	0.01%
CC3. N/A	0	0.01%
	277	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	1	1	1	8	265	1	277	98.91%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	1	1	7	265	2	277	98.91%
Reliability	1	1	1	6	265	3	277	98.91%
Access and Facilities	1	1	1	8	265	1	277	98.91%
Communication	1	1	1	6	265	3	277	98.91%
Costs	1	1	1	8	265	1	277	98.91%
Integrity	1	1	0	9	265	1	277	99.28%
Assurance	1	1	1	6	265	3	277	98.91%
Outcome	1	1	1	5	265	4	277	98.90%
Overall	8	8	7	55	2120	18	2216	98.95% Outstanding

Medical and Dental Consultation

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	265	0	265	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	1	0	0	0	261	3	265	99.62%
Reliability	0	1	0	0	261	3	265	99.62%
Access and Facilities	1	0	0	0	261	3	265	99.62%
Communication	1	1	1	0	259	3	265	98.85%
Costs	0	1	1	0	262	1	265	99.24%
Integrity	0	1	0	0	261	3	265	99.62%
Assurance	1	1	1	0	259	3	265	98.85%
Outcome	1	0	0	0	261	3	265	99.62%
Overall	5	5	3	0	2085	22	2120	99.38% Outstanding



Out-patient telemedicine/ online consultation

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	12	0	12	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	12	0	12	100.00%
Reliability	0	0	0	0	12	0	12	100.00%
Access and Facilities	0	0	0	0	12	0	12	100.00%
Communication	0	0	0	0	12	0	12	100.00%
Costs	0	0	0	0	12	0	12	100.00%
Integrity	0	0	0	0	12	0	12	100.00%
Assurance	0	0	0	0	12	0	12	100.00%
Outcome	0	0	0	0	12	0	12	100.00%
Overall	0	0	0	0	96	0	96	100.00% Outstanding

July – December 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Medical and Dental Consultation	200	700
Out-patient telemedicine/ online consultation	10	10
	210	710



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	10	10
19 to 25 years old	0	180	180
26 to 39 years old	0	10	10
40 to 64 years old	0	0	0
65+ years old	0	0	0
	0	200	200
SEX	EXTERNAL	INTERNAL	OVERALL
Male	0	120	120
Female	0	80	80
	0	200	200
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	198	198
Region IV-B	0	2	2
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMIM	0	0	0
	0	200	200

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	0	190	190
BUSINESS	0	0	0
GOVERNMENT	0	10	10
DID NOT SPECIFY	0	0	0
	0	200	200

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	180	84.00%
CC1. I know what a CC is, but I did NOT see this office's CC	10	15.00%
CC1. I learned of the CC only when I saw this office's CC	5	0.01%
CC1. I do not know what a CC is, and I did not see one in this office	5	0.01%
	200	
CC2. Easy to see	180	84.00%
CC2. Somewhat easy to see	10	15.00%
CC2. Difficult to see	5	0.01%
CC2. Not visible at all	5	0.01%
CC2. N/A	0	
	200	
CC3. Helped very much	180	84.00%
CC3. Somewhat helped	10	15.00%
CC3. Did not help	10	0.01%
CC3. N/A	0	0.01%
	200	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	3	2	3	8	183	1	200	95.98%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	3	2	3	8	183	1	200	95.98%
Reliability	3	2	3	8	183	1	200	95.98%
Access and Facilities	3	2	3	8	183	1	200	95.98%
Communication	3	2	3	8	183	1	200	95.98%
Costs	3	2	3	8	183	1	200	95.98%
Integrity	3	2	3	8	183	1	200	95.98%
Assurance	3	2	3	8	183	1	200	95.98%
Outcome	3	2	3	8	183	1	200	95.98%
Overall	24	16	24	64	1464	8	1600	95.98% Outstanding

Medical and Dental Consultation

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	3	2	3	8	183	1	200	95.98%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	3	2	3	8	183	1	200	95.98%
Reliability	3	2	3	8	183	1	200	95.98%
Access and Facilities	3	2	3	8	183	1	200	95.98%
Communication	1	3	3	5	187	1	200	96.48%
Costs	3	2	3	8	183	1	200	95.98%
Integrity	3	2	3	8	183	1	200	95.98%
Assurance	3	2	3	8	183	1	200	95.98%
Outcome	3	2	3	8	183	1	200	95.98%
Overall	22	17	24	61	1468	8	1600	96.04% Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SOD 0	0	0	0	0	12	0	12	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	0	12	0	12	100.00%
Reliability	0	0	0	0	12	0	12	100.00%
Access and Facilities	0	0	0	0	12	0	12	100.00%
Communication	0	0	0	0	12	0	12	100.00%
Costs	0	0	0	0	12	0	12	100.00%
Integrity	0	0	0	0	12	0	12	100.00%
Assurance	0	0	0	0	12	0	12	100.00%
Outcome	0	0	0	0	12	0	12	100.00%
Overall	0	0	0	0	96	0	96	100.00%

January – June 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PROCUREMENT PROCESS	44	44
PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION	52	52

[illegible]



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	3	0	3
26 to 39 years old	68	29	97
40 to 64 years old	25	11	36
65+ years old	0	0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	55	40	95
Female	41	40	81
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	76	40	116
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	18	0	18
CAR	0	0	0
BARMM	2	0	2

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	0	0	0
BUSINESS	52	0	52
GOVERNMENT	44	40	84
DID NOT SPECIFY	0	0	0



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	136	165.85%
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	0	0.00%
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	136	165.85%
CC2. Somewhat easy to see	0	0.00%
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	136	165.85%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT PROCESS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	5	39	0	44	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	6	38	0	44	100.00%
Reliability	0	0	0	9	35	0	44	100.00%
Access and Facilities	0	0	0	13	31	0	44	100.00%
Communication	0	0	0	17	27	0	44	100.00%
Costs	0	0	0	0	0	0	0	#DIV/0!
Integrity	0	0	0	6	38	0	44	100.00%
Assurance	0	0	0	10	34	0	44	100.00%
Outcome	0	0	0	8	36	0	44	100.00%
Overall	0	0	0	69	239	0	308	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	18	34	0	52	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	17	35	0	52	100.00%
Reliability	0	0	0	13	39	0	52	100.00%
Access and Facilities	0	0	0	18	34	0	52	100.00%
Communication	0	0	0	19	33	0	52	100.00%
Costs	0	0	0	10	42	0	52	100.00%
Integrity	0	0	0	11	41	0	52	100.00%
Assurance	0	0	0	7	45	0	52	100.00%
Outcome	0	0	0	13	39	0	52	100.00%
Overall	0	0	0	108	308	0	416	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	23	73	0	96	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	23	73	0	96	100.00%
Reliability	0	0	0	22	74	0	96	100.00%
Access and Facilities	0	0	0	31	65	0	96	100.00%
Communication	0	0	0	36	60	0	96	100.00%
Costs	0	0	0	10	42	0	52	100.00%
Integrity	0	0	0	17	79	0	96	100.00%
Assurance	0	0	0	17	79	0	96	100.00%
Outcome	0	0	0	21	75	0	96	100.00%
Overall	0	0	0	177	547	0	724	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

SUBMISSION OF PR

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	7	33	0	40	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	8	32	0	40	100.00%
Reliability	0	0	0	12	28	0	40	100.00%
Access and Facilities	0	0	0	11	29	0	40	100.00%
Communication	0	0	0	6	34	0	40	100.00%
Costs	0	0	0	0	0	0	0	#DIV/0!
Integrity	0	0	0	11	29	0	40	100.00%
Assurance	0	0	0	8	32	0	40	100.00%
Outcome	0	0	0	8	32	0	40	100.00%
Overall	0	0	0	64	216	0	280	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	30	106	0	136	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	31	105	0	136	100.00%
Reliability	0	0	0	34	102	0	136	100.00%
Access and Facilities	0	0	0	42	94	0	136	100.00%
Communication	0	0	0	42	94	0	136	100.00%
Costs	0	0	0	10	42	0	52	100.00%
Integrity	0	0	0	28	108	0	136	100.00%
Assurance	0	0	0	25	111	0	136	100.00%
Outcome	0	0	0	29	107	0	136	100.00%
Overall	0	0	0	241	763	0	1004	100.00% Outstanding

July – December 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
PROCUREMENT PROCESS	32	32
PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION	23	23



INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SUBMISSION OF PURCHASE REQUEST	40	40



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	11	0	11
26 to 39 years old	26	37	63
40 to 64 years old	16	2	18
65+ years old	0	1	1
SEX	EXTERNAL	INTERNAL	OVERALL
Male	31	15	46
Female	24	25	49
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	40	40	80
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	13	0	13
CAR	0	0	0
BARMM	0	0	0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	8	0	8
BUSINESS	13	0	13
GOVERNMENT	32	40	72
DID NOT SPECIFY	2	0	2



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	93	97.89%
CC1. I know what a CC is, but I did NOT see this office's CC	1	1.05%
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	1	1.05%
CC2. Easy to see	93	97.89%
CC2. Somewhat easy to see	1	1.05%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	1.05%
CC3. Helped very much	94	98.95%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	1	1.05%



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT PROCESS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	7	25	0	32	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	8	24	0	32	100.00%
Reliability	0	0	0	5	27	0	32	100.00%
Access and Facilities	0	0	0	7	25	0	32	100.00%
Communication	0	0	0	8	24	0	32	100.00%
Costs	0	0	0	0	0	32	32	N/A
Integrity	0	0	0	5	27	0	32	100.00%
Assurance	0	0	0	2	30	0	32	100.00%
Outcome	0	0	0	2	30	0	32	100.00%
Overall	0	0	0	37	187	32	256	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	3	20	0	23	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	2	21	0	23	100.00%
Reliability	0	0	0	3	20	0	23	100.00%
Access and Facilities	0	0	0	2	21	0	23	100.00%
Communication	0	0	0	4	19	0	23	100.00%
Costs	0	0	0	2	11	10	23	100.00%
Integrity	0	0	0	6	17	0	23	100.00%
Assurance	0	0	0	3	20	0	23	100.00%
Outcome	0	0	0	3	20	0	23	100.00%
Overall	0	0	0	25	149	10	184	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

PROCUREMENT OF GOODS, INFRASTRUCTURE, CONSULTANCY AND THROUGH PUBLICATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	10	45	0	55	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	10	45	0	55	100.00%
Reliability	0	0	0	8	47	0	55	100.00%
Access and Facilities	0	0	0	9	46	0	55	100.00%
Communication	0	0	0	12	43	0	55	100.00%
Costs	0	0	0	2	11	42	55	100.00%
Integrity	0	0	0	11	44	0	55	100.00%
Assurance	0	0	0	5	50	0	55	100.00%
Outcome	0	0	0	5	50	0	55	100.00%
Overall	0	0	0	62	336	42	440	100.00% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

SUBMISSION OF PR

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	5	34	0	40	97.50%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	5	34	0	40	97.50%
Reliability	0	0	1	4	35	0	40	97.50%
Access and Facilities	0	0	0	10	30	0	40	100.00%
Communication	0	0	1	5	34	0	40	97.50%
Costs	0	0	0	0	0	40	40	N/A
Integrity	0	0	0	8	32	0	40	100.00%
Assurance	0	0	0	3	37	0	40	100.00%
Outcome	0	0	0	3	37	0	40	100.00%
Overall	0	0	3	38	239	40	320	98.93% Outstanding



SOUTHERN LUZON STATE UNIVERSITY
CLIENT SATISFACTION SUMMARY
JANUARY- JUNE 2025
PROCUREMENT OFFICE

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	15	79	0	95	98.95%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	1	15	79	0	95	98.95%
Reliability	0	0	1	12	82	0	95	98.95%
Access and Facilities	0	0	0	19	76	0	95	100.00%
Communication	0	0	1	17	77	0	95	98.95%
Costs	0	0	0	2	11	42	55	100.00%
Integrity	0	0	0	19	76	0	95	100.00%
Assurance	0	0	0	8	87	0	95	100.00%
Outcome	0	0	0	8	87	0	95	100.00%
Overall	0	0	3	100	575	42	720	99.56% Outstanding



16. Accounting Office

January – June 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Signing of Student Clearance and Issuance of Examination Permit	375	15000

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	373		373
BUSINESS			0
GOVERNMENT	2		2
DID NOT SPECIFY			0
RESPONSES			375



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old	1		1
19 to 25 years old	372		372
26 to 39 years old	2		2
40 to 64 years old			0
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	97		97
Female	278		278
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	374		374
Region IV-B	1		1
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	273	72.80%
CC1. I know what a CC is, but I did NOT see this office's CC	18	4.80%
CC1. I learned of the CC only when I saw this office's CC	47	12.53%
CC1. I do not know what a CC is, and I did not see one in this office	37	9.87%
TOTAL	375	
CC2. Easy to see	274	73.07%
CC2. Somewhat easy to see	64	17.07%
CC2. Difficult to see	8	2.13%
CC2. Not visible at all	17	4.53%
CC2. N/A	12	3.20%
TOTAL	375	
CC3. Helped very much	293	78.13%
CC3. Somewhat helped	57	15.20%
CC3. Did not help	5	1.33%
CC3. N/A	20	5.33%
TOTAL	375	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			4	110	261		375	98.93%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness		2	10	110	252	1	375	96.79%
Reliability			2	105	268		375	99.47%
Access and Facilities			3	103	268	1	375	99.20%
Communication			11	108	256		375	97.07%
Costs		1	9	104	253	8	375	97.28%
Integrity			4	97	274		375	98.93%
Assurance			4	97	274		375	98.93%
Outcome			4	97	274		375	98.93%
Overall	0	3	47	821	2119	10	3000	98.33% Outstanding

July – December 2025

Accounting EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Signing of Student Clearance and Issuance of Examination Permit	375	15000



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	2		2
13 to 18 years old	2		2
19 to 25 years old	326		326
26 to 39 years old	30		30
40 to 64 years old	15		15
65+ years old			0
TOTAL	375		
SEX	EXTERNAL	INTERNAL	OVERALL
Male	130		130
Female	245		245
TOTAL	375		
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	373		373
Region IV-B	1		1
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR	1		1
CAR			0
BARMM			0
TOTAL	375		

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	351		351
BUSINESS			0
GOVERNMENT	24		24
DID NOT SPECIFY			0
TOTAL			375



CITIZEN'S CHARTER.	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	289	77.07%
CC1. I know what a CC is, but I did NOT see this office's CC	30	8.00%
CC1. I learned of the CC only when I saw this office's CC	38	10.13%
CC1. I do not know what a CC is, and I did not see one in this office	18	4.80%
TOTAL	375	
CC2. Easy to see	286	76.27%
CC2. Somewhat easy to see	60	16.00%
CC2. Difficult to see	9	2.40%
CC2. Not visible at all	3	0.80%
CC2. N/A	17	4.53%
TOTAL	375	
CC3. Helped very much	301	80.27%
CC3. Somewhat helped	50	13.33%
CC3. Did not help	3	0.80%
CC3. N/A	21	5.60%
TOTAL	375	

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			5	100	270		375	98.67%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 1 Responsiveness			10	105	260		375	97.33%
SQD 2 Reliability			3	112	260		375	99.20%
SQD 3 Access and Facilities			4	111	260		375	98.93%
SQD 4 Communication			7	112	256		375	98.13%
SQD 5 Costs			6	117	252		375	98.40%
SQD 6 Integrity			6	102	267		375	98.40%
SQD 7 Assurance			5	100	270		375	98.67%
SQD 8 Outcome			5	94	276		375	98.67%
Overall	0	0	46	853	2101	0	3000	98.47% Outstanding



17. Cashier's Office
January – June 2025

SOUTHERN LUZON STATE UNIVERSITY
CASHIER'S OFFICE
LUCBAN, QUEZON

CSM SUMMARY (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
COLLECTING FEES	382	382
DISBURSEMENT TO SUPPLIERS/CREDITORS		
A. EXPANDED MODIFIED DIRECT PAYMENT SCHEME (CHEKLESS PAYMENT)	100	100
B. PAYMENT THROUGH CHECK	109	109
	591	591

OVERALL

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0		0
13 to 18 years old	0		0
19 to 25 years old	557		557
26 to 39 years old	22		22
40 to 64 years old	10		10
65+ years old	2		2
SEX	EXTERNAL	INTERNAL	OVERALL
Male	278		278
Female	313		313
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	588		588
Region IV-B	1		1
MIMAROPA	0		0
Region V	1		1
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	1		1
CAR	0		0
BARMM	0		0



OVERALL

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	591		591
BUSINESS			0
GOVERNMENT			0
DID NOT SPECIFY			0

COLLECTION OF FEES

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	220	57.59%
CC1. I know what a CC is, but I did NOT see this office's CC	42	10.99%
CC1. I learned of the CC only when I saw this office's CC	68	17.80%
CC1. I do not know what a CC is, and I did not see one in this office	52	13.61%
CC2. Easy to see	199	52.09%
CC2. Somewhat easy to see	129	33.77%
CC2. Difficult to see	9	2.36%
CC2. Not visible at all	8	2.09%
CC2. N/A	37	9.69%
CC3. Helped very much	251	65.71%
CC3. Somewhat helped	87	22.77%
CC3. Did not help	3	0.79%
CC3. N/A	41	10.73%

A. CHECKLESS PAYMENT

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	40	40.00%
CC1. I know what a CC is, but I did NOT see this office's CC	12	12.00%
CC1. I learned of the CC only when I saw this office's CC	27	27.00%
CC1. I do not know what a CC is, and I did not see one in this office	21	21.00%
CC2. Easy to see	45	45.00%
CC2. Somewhat easy to see	30	30.00%
CC2. Difficult to see	10	10.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	15	15.00%
CC3. Helped very much	64	64.00%
CC3. Somewhat helped	19	19.00%
CC3. Did not help	1	1.00%
CC3. N/A	16	16.00%



B. PAYMENT THROUGH CHECK

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	64	58.72%
CC1. I know what a CC is, but I did NOT see this office's CC	16	14.68%
CC1. I learned of the CC only when I saw this office's CC	22	20.18%
CC1. I do not know what a CC is, and I did not see one in this office	7	6.42%
CC2. Easy to see	57	52.29%
CC2. Somewhat easy to see	36	33.03%
CC2. Difficult to see	8	7.34%
CC2. Not visible at all	1	0.92%
CC2. N/A	7	6.42%
CC3. Helped very much	75	68.81%
CC3. Somewhat helped	24	22.02%
CC3. Did not help	2	1.83%
CC3. N/A	8	7.34%

OVERALL

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	324	54.82%
CC1. I know what a CC is, but I did NOT see this office's CC	70	11.84%
CC1. I learned of the CC only when I saw this office's CC	117	19.80%
CC1. I do not know what a CC is, and I did not see one in this office	80	13.54%
CC2. Easy to see	301	50.93%
CC2. Somewhat easy to see	195	32.99%
CC2. Difficult to see	27	4.57%
CC2. Not visible at all	9	1.52%
CC2. N/A	59	9.98%
CC3. Helped very much	390	65.99%
CC3. Somewhat helped	130	22.00%
CC3. Did not help	6	1.02%
CC3. N/A	65	11.00%



**SOUTHERN LUZON STATE UNIVERSITY
CASHIER'S OFFICE
LUCBAN, QUEZON**

CSM SUMMARY (JANUARY-JUNE 2025)

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	3	232	355	1	591	99.49%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	7	230	345	9	591	98.80%
Reliability	0	0	0	209	380	2	591	100.00%
Access and Facilities	0	0	4	191	388	8	591	99.31%
Communication	0	0	14	221	351	5	591	97.61%
Costs	0	0	10	202	312	67	591	98.09%
Integrity	0	0	4	196	389	2	591	99.32%
Assurance	0	0	2	208	380	1	591	99.66%
Outcome	0	0	0	202	383	6	591	100.00%
Overall	0	0	41	1659	2928	100	4728	99.11% Outstanding

COLLECTION OF FEES

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	2	146	233	1	382	99.48%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	5	148	222	7	382	98.67%
Reliability	0	0	0	127	253	2	382	100.00%
Access and Facilities	0	0	1	112	264	5	382	99.73%
Communication	0	0	6	145	229	2	382	98.42%
Costs	0	0	5	128	209	40	382	98.54%
Integrity	0	0	2	122	256	2	382	99.47%
Assurance	0	0	2	131	248	1	382	99.48%
Outcome	0	0	0	127	252	3	382	100.00%
Overall	0	0	21	1040	1933	62	3056	99.30% Outstanding

CHECKLESS PAYMENT

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	0	49	51	0	100	100.00%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	1	43	56	0	100	99.00%
Reliability	0	0	0	47	53	0	100	100.00%
Access and Facilities	0	0	2	43	54	1	100	97.98%
Communication	0	0	2	46	49	3	100	97.94%
Costs	0	0	3	41	47	9	100	96.70%
Integrity	0	0	1	40	59	0	100	99.00%
Assurance	0	0	0	40	60	0	100	100.00%
Outcome	0	0	0	42	57	1	100	100.00%
Overall	0	0	9	342	435	14	800	98.85% Outstanding



CHECK PAYMENT

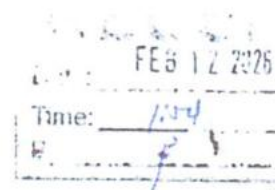
Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0	0	0	1	37	71	0	109	99.08%

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness	0	0	1	39	67	2	109	99.07%
Reliability	0	0	0	35	74	0	109	100.00%
Access and Facilities	0	0	1	36	70	2	109	99.07%
Communication	0	0	6	30	73	0	109	94.50%
Costs	0	0	2	33	56	18	109	97.80%
Integrity	0	0	1	34	74	0	109	99.08%
Assurance	0	0	0	37	72	0	109	100.00%
Outcome	0	0	0	33	74	2	109	100.00%
Overall	0	0	11	277	560	24	872	98.70% Outstanding

July – December 2025



SOUTHERN LUZON STATE UNIVERSITY
CASHIER'S OFFICE
LUCBAN, QUEZON



CSM SUMMARY (JULY - DECEMBER 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
COLLECTING FEES	386	386
DISBURSEMENT TO SUPPLIERS/CREDITORS		
A. EXPANDED MODIFIED DIRECT PAYMENT SCHEME (CHECKLESS PAYMENT)	110	110
B. PAYMENT THROUGH CHECK	115	115
	611	611

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
NO INTERNAL SERVICES	0	0

COLLECTION OF FEES

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	16	16	32
19 to 25 years old	112	112	224
26 to 39 years old	209	209	418
40 to 64 years old	48	48	96
65+ years old	1	1	2
SEX	EXTERNAL	INTERNAL	OVERALL
Male	186	186	372
Female	200	200	400
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	354	354	708
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	12	12	24
CAR	0	0	0
BARMM	0	0	0

A. CHECKLESS PAYMENT

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	0	0	0
19 to 25 years old	4	4	8
26 to 39 years old	59	59	118
40 to 64 years old	47	47	94
65+ years old	0	0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	68	68	136
Female	42	42	84
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	0	0	0
Region IV-B	1	1	2
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	8	8	16
CAR	101	101	202
BARMM	0	0	0

B. PAYMENT THROUGH CHECK

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	0	0	0
13 to 18 years old	2	2	4
19 to 25 years old	7	7	14
26 to 39 years old	51	51	102
40 to 64 years old	53	53	106
65+ years old	0	0	0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	56	56	112
Female	59	59	118
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV-A	105	105	210
Region IV-B	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	0	0	0
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	10	10	20
CAR	0	0	0
BARMM	0	0	0



COLLECTION OF FEES

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	281		281
BUSINESS	54		54
GOVERNMENT	51		51
DID NOT SPECIFY	0		0

A. CHECKLESS PAYMENT

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	43		43
BUSINESS	32		32
GOVERNMENT	35		35
DID NOT SPECIFY	0		0

B. PAYMENT THROUGH CHECK

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	35		35
BUSINESS	56		56
GOVERNMENT	24		24
DID NOT SPECIFY	0		0



COLLECTION OF FEES

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	378	97.93%
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	8	2.07%
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	378	97.93%
CC2. Somewhat easy to see	8	2.07%
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	371	96.11%
CC3. Somewhat helped	15	3.89%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

A. CHECKLESS PAYMENT

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	108	98.18%
CC1. I know what a CC is, but I did NOT see this office's CC	1	0.91%
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	1	0.91%
CC2. Easy to see	109	99.09%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	0.91%
CC3. Helped very much	109	99.09%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	1	0.91%



B. PAYMENT THROUGH CHECK

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	115	100.00%
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	0	0.00%
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	115	100.00%
CC2. Somewhat easy to see	0	0.00%
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	115	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%

SOUTHERN LUZON STATE UNIVERSITY CASHIER'S OFFICE LUCBAN, QUEZON

CSM SUMMARY (JULY-DECEMBER 2025)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	45	565	0	611	99.84%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	45	564	0	611	99.67%
Reliability	0	0	1	42	568	0	611	99.84%
Access and Facilities	0	0	0	35	572	4	611	100.00%
Communication	0	0	1	33	574	3	611	99.84%
Costs	0	0	0	30	416	165	611	100.00%
Integrity	0	0	0	29	582	0	611	100.00%
Assurance	0	0	1	27	583	0	611	99.84%
Outcome	0	0	0	31	580	0	611	100.00%
Overall	0	0	5	272	4439	172	4886	99.89% Outstanding

COLLECTION OF FEES

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	1	27	358	0	386	99.74%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	30	356	0	386	100.00%
Reliability	0	0	1	22	363	0	386	99.74%
Access and Facilities	0	0	0	19	367	0	386	100.00%
Communication	0	0	1	18	367	0	386	99.74%
Costs	0	0	0	15	371	0	386	100.00%
Integrity	0	0	0	16	370	0	386	100.00%
Assurance	0	0	1	14	371	0	386	99.74%
Outcome	0	0	0	18	368	0	386	100.00%
Overall	0	0	3	152	2933	0	3088	99.90% Outstanding

CHECKLESS PAYMENT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	14	96	0	110	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	11	97	0	110	98.18%
Reliability	0	0	0	10	100	0	110	100.00%
Access and Facilities	0	0	0	12	97	1	110	100.00%
Communication	0	0	0	11	96	3	110	100.00%
Costs	0	0	0	13	92	65	110	100.00%
Integrity	0	0	0	9	101	0	110	100.00%
Assurance	0	0	0	7	103	0	110	100.00%
Outcome	0	0	0	9	101	0	110	100.00%
Overall	0	0	2	82	727	69	880	99.75% Outstanding

CHECK PAYMENT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	4	111	0	115	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	4	111	0	115	100.00%
Reliability	0	0	0	10	105	0	115	100.00%
Access and Facilities	0	0	0	4	108	3	115	100.00%
Communication	0	0	0	4	111	0	115	100.00%
Costs	0	0	0	2	13	100	115	100.00%
Integrity	0	0	0	4	111	0	115	100.00%
Assurance	0	0	0	6	109	0	115	100.00%
Outcome	0	0	0	4	111	0	115	100.00%
Overall	0	0	0	38	779	103	920	100.00% Outstanding



18. Human Resource Management Office (HRMO)

January – June 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)	57	67
FACULTY EVALUATION SYSTEM	59	69
TOTAL	116	136

OVERALL			
CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		12	12
BUSINESS			
GOVERNMENT		104	104
		116	116

OVERALL			
AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old		27	27
26 to 39 years old		45	45
40 to 64 years old		36	36
65+ years old		8	8
		116	
SEX			
Male		86	86
Female		30	30
		116	
REGION OF RESIDENCE			
Region I			0
Region II			0
Region III			0
Region IV-A		116	116
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



OVERALL		
CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	114	98.28%
CC1. I know what a CC is, but I did NOT see this office's CC	2	1.72%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	113	97.41%
CC2. Somewhat easy to see	3	2.59%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	115	99.14%
CC3. Somewhat helped	1	0.86%
CC3. Did not help		0.00%
CC3. N/A		0.00%

**SOUTHERN LUZON STATE UNIVERSITY
HUMAN RESOURCE MANAGEMENT OFFICE
LUCBAN, QUEZON**

CSM SUMMARY (JANUARY TO JUNE 2025)

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0				9	107		116	100.00%
Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness				19	97	0	116	100.00%
Reliability				21	95	0	116	100.00%
Access and Facilities				3	113	0	116	100.00%
Communication				18	98	0	116	100.00%
Costs				0	0	116	116	#DIV/0!
Integrity				11	105	0	116	100.00%
Assurance				13	103	0	116	100.00%
Outcome				25	91	0	116	100.00%
Overall	0	0	0	110	702	116	928	100.00% Outstanding

ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0				3	54		57	100.00%
Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness				7	50		57	100.00%
Reliability				6	51		57	100.00%
Access and Facilities				2	55		57	100.00%
Communication				8	49		57	100.00%
Costs						57	57	#DIV/0!
Integrity					57		57	100.00%
Assurance				6	51		57	100.00%
Outcome				12	45		57	100.00%
Overall	0	0	0	41	358	57	456	100.00% Outstanding



FACULTY EVALUATION SYSTEM

Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
SQD 0				6	53		59	100.00%
Service Quality	Strongly	Disagree	Neither	Agree	Strongly	N/A	Responses	Rating
Responsiveness				12	47		59	100.00%
Reliability				15	44		59	100.00%
Access and Facilities				1	58		59	100.00%
Communication				10	49		59	100.00%
Costs						59	59	#DIV/0!
Integrity				11	48		59	100.00%
Assurance				7	52		59	100.00%
Outcome				13	46		59	100.00%
Overall	0	0	0	69	344	59	472	100.00% Outstanding

July – December 2025

HUMAN RESOURCE MANAGEMENT OFFICE
JULY TO DECEMBER 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)	88	88
ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)	179	179
FACULTY EVALUATION SYSTEM	489	489
TOTAL	756	756



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old		0	0
13 to 18 years old		0	0
19 to 25 years old		161	161
26 to 39 years old		349	349
40 to 64 years old		246	246
65+ years old			0
SEX		INTERNAL	
Male		497	497
Female		259	259
REGION OF RESIDENCE		INTERNAL	
Region I		0	0
Region II		0	0
Region III		0	0
Region IV-A		756	756
Region IV-B		0	0
MIMAROPA		0	0
Region V		0	0
Region VI		0	0
Region VII		0	0
Region VIII		0	0
Region IX		0	0
Region X		0	0
Region XI		0	0
Region XII		0	0
Region XIII		0	0
NCR		0	0
CAR		0	0
BARMM		0	0
CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		171	171
BUSINESS		0	0
GOVERNMENT		585	585
DID NOT SPECIFY		0	0

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	753	99.60%
CC1. I know what a CC is, but I did NOT see this office's CC	2	0.26%
CC1. I learned of the CC only when I saw this office's CC	1	0.13%
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	753	99.60%
CC2. Somewhat easy to see	3	0.40%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	0.13%
CC3. Helped very much	752	99.47%
CC3. Somewhat helped	4	0.53%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%



SOUTHERN LUZON STATE UNIVERSITY
HUMAN RESOURCE MANAGEMENT OFFICE
LUCBAN, QUEZON

CSM SUMMARY (JULY TO DECEMBER 2025)

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				77	679		756	100.00%
Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				74	687		761	100.00%
Reliability				71	685		756	100.00%
Access and Facilities				64	692		756	100.00%
Communication				100	656		756	100.00%
Costs				0	0		0	#DIV/0!
Integrity				99	657		756	100.00%
Assurance				79	677		756	100.00%
Outcome				102	652		754	100.00%
Overall	0	0	0	589	4706	0	5295	100.00%

Outstanding

ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (WALK-IN)

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				10	78		88	100.00%
Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				8	85		93	100.00%
Reliability				8	80		88	100.00%
Access and Facilities				9	79		88	100.00%
Communication				13	75		88	100.00%
Costs						0	0	#DIV/0!
Integrity				7	81		88	100.00%
Assurance				4	84		88	100.00%
Outcome				3	83		86	100.00%
Overall	0	0	0	52	567	0	619	100.00%

Outstanding

ISSUANCE OF HUMAN RESOURCE-RELATED RECORDS AND CERTIFICATION (ONLINE)

Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
SQD 0				8	171		179	100.00%
Service Quality Dimensions	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A	Responses	Rating
Responsiveness				28	151		179	100.00%
Reliability				1	178		179	100.00%
Access and Facilities				10	169		179	100.00%
Communication				21	158		179	100.00%
Costs						0	0	#DIV/0!
Integrity				59	120		179	100.00%
Assurance				35	144		179	100.00%
Outcome				30	149		179	100.00%
Overall	0	0	0	184	1069	0	1253	100.00%

Outstanding



19. Records Management Office
January – June 2025

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Requesting of Records (Freedom of Information)	24	24

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Transfer of Records-For Retention/Storage/Cross Reference Records-Loose Sheets or Folder of Vital and Archival Records	68	68
Transfer of Records- For Disposal	12	12
Borrowing of Records	71	71



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	21	18	39
26 to 39 years old	3	81	84
40 to 64 years old		52	52
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	9	36	45
Female	15	115	130
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	24	151	175
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	22	7	29
BUSINESS	0	0	0
GOVERNMENT	2	144	146



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	172	98.29%
CC1. I know what a CC is, but I did NOT see this office's CC	1	0.57%
CC1. I learned of the CC only when I saw this office's CC	2	1.14%
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	169	96.57%
CC2. Somewhat easy to see	6	3.43%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	173	98.86%
CC3. Somewhat helped	2	1.14%
CC3. Did not help		
CC3. N/A		

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				3	172		175	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				2	151	22	175	100.00%
Reliability				2	163	10	175	100.00%
Access and Facilities				2	117	56	175	100.00%
Communication				3	170	2	175	100.00%
Costs				1	117	57	175	100.00%
Integrity				2	173	0	175	100.00%
Assurance				1	174	0	175	100.00%
Outcome				2	173	0	175	100.00%
Overall	0	0	0	15	1238	147	1400	100.00% Outstanding

Requesting of Records (Freedom of Information)

External

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	23		24	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				2	21	1	24	100.00%
Reliability				2	15	7	24	100.00%
Access and Facilities				2	16	6	24	100.00%
Communication				3	21		24	100.00%
Costs				1	11	12	24	100.00%
Integrity				2	22	0	24	100.00%
Assurance				1	23	0	24	100.00%
Outcome				2	22	0	24	100.00%
Overall	0	0	0	15	149	28	192	100.00% Outstanding

SQD for Internal Services

(151 Responses)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				2	149		151	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	129	21	151	100.00%
Reliability				1	143	7	151	100.00%
Access and Facilities				1	102	48	151	100.00%
Communication				2	145	4	151	100.00%
Costs				1	61	89	151	100.00%
Integrity				1	150	0	151	100.00%
Assurance				1	150	0	151	100.00%
Outcome				2	149	0	151	100.00%
Overall	0	0	0	10	1029	169	1208	100.00% Outstanding

Transfer of Records-For Retention/Storage/Cross Reference Records-Loose Sheets or Folder of Vital and Archival Records Internal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	67		68	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					48	20	68	100.00%
Reliability					65	3	68	100.00%
Access and Facilities					24	44	68	100.00%
Communication					66	2	68	100.00%
Costs					29	39	68	100.00%
Integrity					68	0	68	100.00%
Assurance					68	0	68	100.00%
Outcome				1	67	0	68	100.00%
Overall	0	0	0	1	435	108	544	100.00% Outstanding

Transfer of Records- For Disposal Internal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					12		12	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					11	1	12	100.00%
Reliability					12	0	12	100.00%
Access and Facilities					8	4	12	100.00%
Communication					12	0	12	100.00%
Costs					6	6	12	100.00%
Integrity					12	0	12	100.00%
Assurance					12	0	12	100.00%
Outcome					12	0	12	100.00%
Overall	0	0	0	0	85	11	96	100.00% Outstanding

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	70		71	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	70		71	100.00%
Reliability				1	66	4	71	100.00%
Access and Facilities				1	57	13	71	100.00%
Communication				2	67	2	71	100.00%
Costs				1	26	44	71	100.00%
Integrity				1	70	0	71	100.00%
Assurance				1	70	0	71	100.00%
Outcome				1	70	0	71	100.00%
Overall	0	0	0	9	496	63	568	100.00% Outstanding



No.	Feedback
1	Thanks Po
2	Ty.
3	Thank you
4	Our requests are provided promptly
5	Thank you very much for your immediate action
6	Thank You, It's very helpful
7	Thank you po
8	Salamat po
9	Ty. po.

[illegible]



INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Transfer of Records-For Retention/Storage/Cross Reference Records-Loose Sheets or Folder of Vital and Archival Records	96	96
Transfer of Records- For Disposal	17	17
Borrowing of Records	70	70



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			0
13 to 18 years old			0
19 to 25 years old	17	36	53
26 to 39 years old	3	93	96
40 to 64 years old		54	54
65+ years old			0
SEX	EXTERNAL	INTERNAL	OVERALL
Male	7	86	93
Female	13	97	110
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	20	183	203
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	18	13	31
BUSINESS	0	0	0
GOVERNMENT	2	170	172



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	194	96.52%
CC1. I know what a CC is, but I did NOT see this office's CC	7	3.55%
CC1. I learned of the CC only when I saw this office's CC	1	0.51%
CC1. I do not know what a CC is, and I did not see one in this office	1	0.51%
CC2. Easy to see	184	91.54%
CC2. Somewhat easy to see	17	8.63%
CC2. Difficult to see	1	0.51%
CC2. Not visible at all		
CC2. N/A	1	0.51%
CC3. Helped very much	200	99.50%
CC3. Somewhat helped	2	1.02%
CC3. Did not help		
CC3. N/A	1	0.51%



Records Management Office

SQD Overall

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				6	197		203	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				7	196	0	203	100.00%
Reliability				4	199	0	203	100.00%
Access and Facilities				5	186	12	203	100.00%
Communication				2	200	1	203	100.00%
Costs				3	36	164	203	100.00%
Integrity				4	199	0	203	100.00%
Assurance				2	201	0	203	100.00%
Outcome				2	201	0	203	100.00%
Overall	0	0	0	29	1418	177	1624	100.00% Outstanding



Records Management Office

Requesting of Records (Freedom of Information) External

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				0	20		20	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				0	20	0	20	100.00%
Reliability				0	20	0	20	100.00%
Access and Facilities				0	8	12	20	100.00%
Communication				0	20	0	20	100.00%
Costs				0	3	17	20	100.00%
Integrity				0	20	0	20	100.00%
Assurance				0	20	0	20	100.00%
Outcome				0	20	0	20	100.00%
Overall	0	0	0	0	131	29	160	100.00% Outstanding

SQD for Internal Services (183 Responses)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				0	177		183	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				7	176	0	183	100.00%
Reliability				4	179	0	183	100.00%
Access and Facilities				5	174	4	183	100.00%
Communication				2	180	1	183	100.00%
Costs				3	33	147	183	100.00%
Integrity				4	179	0	183	100.00%
Assurance				2	181	0	183	100.00%
Outcome				7	181	0	183	100.00%
Overall	0	0	0	29	1283	152	1464	100.00% Outstanding

Transfer of Records-For Retention/Storage/Cross Reference Records-Loose Sheets or Folder of Vital and Archival Records Internal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				9	93		96	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				6	90	0	96	100.00%
Reliability				2	94	0	96	100.00%
Access and Facilities				3	93	0	96	100.00%
Communication				1	95	0	96	100.00%
Costs				0	18	78	96	100.00%
Integrity				3	93	0	96	100.00%
Assurance				2	94	0	96	100.00%
Outcome				1	95	0	96	100.00%
Overall	0	0	0	18	672	78	768	100.00% Outstanding



Transfer of Records- For Disposal Internal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					17		17	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					17	0	17	100.00%
Reliability					17	0	17	100.00%
Access and Facilities					17	0	17	100.00%
Communication					16	1	17	100.00%
Costs					3	14	17	100.00%
Integrity					17	0	17	100.00%
Assurance					17	0	17	100.00%
Outcome					17	0	17	100.00%
Overall	0	0	0	0	121	15	136	100.00% Outstanding

Borrowing of Records Internal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				1	69		70	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				1	69	0	70	100.00%
Reliability				2	68	0	70	100.00%
Access and Facilities				2	65	3	70	100.00%
Communication				1	69	0	70	100.00%
Costs				2	13	55	70	100.00%
Integrity				1	69	0	70	100.00%
Assurance				0	70	0	70	100.00%
Outcome				1	69	0	70	100.00%
Overall	0	0	0	10	492	58	560	100.00% Outstanding



Records Management Office

No.	Feedback
1	Thank you so much!
2	Thank you so much for prompt response!
3	Very helpful!
4	Thank you!
5	The service was excellent , our request was handled quickly and efficiently
6	Thank you so much



20. General Services Office
January – June 2025



SOUTHERN LUZON STATE UNIVERSITY
General Services Offices



Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328



gso@slsu.edu.ph

JAN-JUNE 2025

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	11	42	42
BUSINESS			
GOVERNMENT	44	310	310
DID NOT SPECIFY	10	40	50
	65	392	457



SOUTHERN LUZON STATE UNIVERSITY
General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JAN-JUNE 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old		24	24
26 to 39 years old	20	244	264
40 to 64 years old	45	124	169
65+ years old			
Total	65	392	457
SEX	EXTERNAL	INTERNAL	OVERALL
Male	24	167	191
Female	41	225	266
Total	65	392	457
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	65	392	457
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



SOUTHERN LUZON STATE UNIVERSITY
General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JAN-JUNE 2025

[illegible]

SOUTHERN LUZON STATE UNIVERSITY
General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

OVERALL SQD

JAN-JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	2	0	4	172	279	0	457	98.69%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2	0	1	170	282	2	457	99.34%
Reliability	2	0	0	157	297	1	457	99.56%
Access and Facilities	2	0	0	156	297	2	457	99.56%
Communication	2	0	0	156	298	1	457	99.56%
Costs	2	0	10	126	239	80	457	96.82%
Integrity	2	0	0	136	319	0	457	99.56%
Assurance	2	0	0	134	321	0	457	99.56%
Outcome	2	0	0	135	320	0	457	99.56%
Overall	16	0	11	1170	2373	86	3656	99.24%



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices



Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328



gso@slsu.edu.ph

SQD Internal JAN-JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	2		3	133	254		392	98.72%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	2		1	142	246	1	392	99.23%
Reliability	2			132	258		392	99.49%
Access and Facilities	2			127	258	5	392	99.48%
Communication	2			125	264	1	392	99.49%
Costs	2		2	108	176	104	392	98.61%
Integrity	2			118	272		392	99.49%
Assurance	2			108	282		392	99.49%
Outcome	2			112	278		392	99.49%
Overall	16	0	3	972	2034	111	3136	99.37%



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices



Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328



gso@slsu.edu.ph

External (RFU) SQD JAN-JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				29	36		65	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness				26	39		65	100.00%
Reliability				21	44		65	100.00%
Access and Facilities				21	44		65	100.00%
Communication				21	44		65	100.00%
Costs				17	48		65	100.00%
Integrity				19	46		65	100.00%
Assurance				15	50		65	100.00%
Outcome				18	47		65	100.00%
Overall	0	0	0	158	362	0	520	100.00%



July – December 2025



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JULY-DEC 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old	12	53	65
26 to 39 years old	26	148	174
40 to 64 years old	38	155	193
65+ years old			
Total	76	356	432
SEX	EXTERNAL	INTERNAL	OVERALL
Male	36	152	188
Female	40	204	244
Total	76	356	432
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	76	356	432
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JULY-DEC 2025

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			0
BUSINESS	76		
GOVERNMENT		356	356
DID NOT SPECIFY			0
	76	356	432



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

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gso@slsu.edu.ph

JULY-DEC 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	432	94.53%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC		0.00%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
		0.00%
CC2. Easy to see	432	94.53%
CC2. Somewhat easy to see		0.00%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
		0.00%
CC3. Helped very much	432	94.53%
CC3. Somewhat helped		0.00%
CC3. Did not help		0.00%
CC3. N/A		0.00%



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JULY-DEC 2025

SERVICES	RESPONSES	TOTAL TRANSACTIONS
Work Order Request	218	218
Total	218	218



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JULY-DEC 2025

SERVICES	RESPONSES	TOTAL TRANSACTIONS
Work Order Request	214	214
Total	214	214



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@stsu.edu.ph

SQD Work Order JULY-DEC 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					218		218	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					218		218	100.00%
Reliability					218		218	100.00%
Access and Facilities					1	217	218	100.00%
Communication					218		218	100.00%
Costs					1	217	218	100.00%
Integrity					218		218	100.00%
Assurance					218		218	100.00%
Outcome					218		218	100.00%
Overall	0	0	0	0	1310	434	1744	100.00%



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@stsu.edu.ph

RFU SQD JULY-DEC 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					214		214	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					214		214	100.00%
Reliability					214		214	100.00%
Access and Facilities					2	212	214	100.00%
Communication					214		214	100.00%
Costs					2	212	214	100.00%
Integrity					214		214	100.00%
Assurance					214		214	100.00%
Outcome					214		214	100.00%
Overall	0	0	0	0	1288	424	1712	100.00%



Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

JULY-DEC 2025

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Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

SQD Internal -RFU
JULY-DEC 2025

JULY-DEC 2023								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					138		138	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness					138		138	100.00%
Reliability					138		138	100.00%
Access and Facilities					1	137	138	100.00%
Communication					138		138	100.00%
Costs					1	137	138	100.00%
Integrity					138		138	100.00%
Assurance					138		138	100.00%
Outcome					138		138	100.00%
Overall	0	0	0	0	830	274	1104	100.00%



SOUTHERN LUZON STATE UNIVERSITY

General Services Offices

Ground Floor, Gusaling Andres Bonifacio, Lucban, Quezon PH 4328
gso@slsu.edu.ph

External (RFU) SQD
JULY-DEC 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0					76		76	100.00%
Service Quality Dimensions							Responses	Rating
Responsiveness					76		76	100.00%
Reliability					76		76	100.00%
Access and Facilities					1	75	76	100.00%
Communication					76		76	100.00%
Costs					1	75	76	100.00%
Integrity					76		76	100.00%
Assurance					76		76	100.00%
Outcome					76		76	100.00%
Overall	0	0	0	0	458	150	608	100.00%

21. Civil Safety and Security Unit

January – June 2025

Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: January - June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	51
Business:	1
Government Employee:	58
Sex	Total Number of Respondents
Male	66
Female	44
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	39
26 to 39 years old	49
40 to 64 years old	22
65+ years old	0
No response	110



Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	110
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0
No response	110

Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: January to June 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	2	3	105	0	110	98.18
Reliability	0	0	0	4	106	0	110	100.00
Access and Facilities	0	0	1	3	106	0	110	99.09
Communication	0	0	1	3	106	0	110	99.09
Costs	0	0	4	0	106	0	110	96.36
Integrity	0	0	0	0	110	0	110	100.00
Assurance	0	0	0	0	110	0	110	100.00
Outcome	0	0	0	0	110	0	110	100.00
Overall	0	0	8	13	859	0	880	99.09

Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: January to June 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	0	110		110	100.00



Campus: Southern Luzon State University
Office/Department: Civil Safety and Security Unit
Rating Period: January to June 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	110	100.00%
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	0	0.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
Total Response	110	100.00%
CC2. Easy to see	110	100.00%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
Total Response	110	100.00%
CC3. Helped very much	110	100.00%
CC3. Somewhat helped	0	0.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
Total Response	110	100.00%

Campus: Southern Luzon State University
Office/Department: Civil Safety and Security Unit
Rating Period: January to June 2025

INTERNAL SERVICES	Responses	Total Transactions
Claim identification card	110	110

July – December 2025



Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: July to December 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	40
Business:	3
Government Employee:	57
	100
Sex	Total Number of Respondents
Male	67
Female	33
	100
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	47
26 to 39 years old	30
40 to 64 years old	23
65+ years old	0
No response	0
	100
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	100
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0
No response	0



Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: July to December 2025

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	98	98.00%
CC1. I know what a CC is, but I did NOT see this office's CC	1	1.00%
CC1. I learned of the CC only when I saw this office's CC	1	1.00%
CC1. I do not know what a CC is, and I did not see one in this office	0	0.00%
Total Response	100	100.00%
CC2. Easy to see	98	98.00%
CC2. Somewhat easy to see	1	1.00%
CC2. Difficult to see	1	1.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	0	0.00%
Total Response	100	100.00%
CC3. Helped very much	98	98.00%
CC3. Somewhat helped	2	2.00%
CC3. Did not help	0	0.00%
CC3. N/A	0	0.00%
Total Response	100	100.00%

Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: July to December 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	27	73	0	100	100.00
Reliability	0	0	0	27	73	0	100	100.00
Access and Facilities	0	0	0	27	73	0	100	100.00
Communication	0	0	0	30	70	0	100	100.00
Costs	0	0	0	29	71	0	100	100.00
Integrity	0	0	0	29	71	0	100	100.00
Assurance	0	0	0	29	71	0	100	100.00
Outcome	0	0	0	29	71	0	100	100.00
Overall	0	0	0	227	573	0	800	100.00

Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: July to December 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	23	73		100	196.00



Campus: Southern Luzon State University

Office/Department: Civil Safety and Security Unit

Rating Period: July to December 2025

INTERNAL SERVICES	Responses	Total Transactions
CLAIM NG GATE PASS	76	76
VISITOTS	24	24
		100



22. Disaster Risk Reduction and Management Coordinating Office (DRRMCO)
January – June 2025

JAN-JUNE 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old	6		6
26 to 39 years old			0
40 to 64 years old			0
65+ years old			
Total	6	0	6
SEX	EXTERNAL	INTERNAL	OVERALL
Male	3		3
Female	3		3
Total	6		6
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	6	0	6
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL
CITIZEN	6	0
BUSINESS	0	0
GOVERNMENT	0	0
	6	0



CLIENT SATISFACTION MEASUREMENT RESULT (JANUARY-JUNE 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrowing and Returning of Emergency E	6	6
Planned Program/ Activity	0	0

JANUARY 2025-JUNE 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	1	16.67%
CC1. I know what a CC is, but I did NOT see this office's CC	3	50.00%
CC1. I learned of the CC only when I saw this office's CC	2	33.33%
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	0	0.00%
CC2. Somewhat easy to see	3	50.00%
CC2. Difficult to see	2	33.33%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	16.67%
CC3. Helped very much	1	16.67%
CC3. Somewhat helped	2	33.33%
CC3. Did not help	1	16.67%
CC3. N/A	2	33.33%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	6	0	6	100.00%
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	5	0	6	100.00%
Reliability	0	0	0	0	6	0	6	100.00%
Access and Facilities	0	0	0	0	3	3	6	100.00%
Communication	0	0	0	2	1	3	6	100.00%
Costs	0	0	0	0	1	5	6	100.00%
Integrity	0	0	0	1	4	1	6	100.00%
Assurance	0	0	0	0	2	4	6	100.00%
Outcome	0	0	0	0	5	0	6	83.33%
Overall	0	0	0	4	33	16	54	97.37%

July – December 2025



JUL-DECEMBER 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old	24		24
26 to 39 years old		2	2
40 to 64 years old			0
65+ years old			
Total	24	2	26
SEX	EXTERNAL	INTERNAL	OVERALL
Male	15	12	27
Female	11		11
Total	26		26
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A	26	0	26
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	24	0	24
BUSINESS	0	0	0
GOVERNMENT	0	2	0
	24	2	26

CLIENT SATISFACTION MEASUREMENT RESULT (JULY - DECEMBER 2025)

EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Borrowing and Returning of Emergency Equipment	26	26
Request for Emergency Dispatch: Planned	0	0



JANUARY 2025-JUNE 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	25	416.67%
CC1. I know what a CC is, but I did NOT see this office's CC		0.00%
CC1. I learned of the CC only when I saw this office's CC	2	33.33%
CC1. I do not know what a CC is, and I did not see one in this office		0.00%
CC2. Easy to see	5	83.33%
CC2. Somewhat easy to see	22	366.67%
CC2. Difficult to see		0.00%
CC2. Not visible at all		0.00%
CC2. N/A		0.00%
CC3. Helped very much	10	166.67%
CC3. Somewhat helped	17	283.33%
CC3. Did not help		0.00%
CC3. N/A		0.00%

Service Quality	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0	0	0	0	0	6	0	6	100.00%
Service Quality	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	1	5	0	6	100.00%
Reliability	0	0	0	0	6	0	6	100.00%
Access and Facilities	0	0	0	0	3	3	6	100.00%
Communication	0	0	0	2	1	3	6	100.00%
Costs	0	0	0	0	1	5	6	100.00%
Integrity	0	0	0	1	4	1	6	100.00%
Assurance	0	0	0	0	2	4	6	100.00%
Outcome	0	0	0	0	5	0	6	83.33%
Overall	0	0	0	4	33	16	54	97.37% Outstanding

23. Business Affairs Office (BAO)

January – June 2025



SOUTHERN LUZON STATE UNIVERSITY
Business Affairs Office (BAO)



(+63) 42 540 6195



slubao@slsu.edu.ph



EXTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
Request for Replacement of Loss / Damaged Identification Card	16	16
Request for Registration Upon Availing the Space Rental	128	128
Request for Service/s Thru Transfer of Fund as Mode of Payment	30	30
TOTAL	174	174



SOUTHERN LUZON STATE UNIVERSITY

Business Affairs Office (BAO)

(+63) 42-540 6195 slubao@slsu.edu.ph



AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old	2		2
13 to 18 years old	8		8
19 to 25 years old	108		108
26 to 39 years old	47		47
40 to 64 years old	3		3
65+ years old	0		0
No Response	6		6
	174		
SEX	EXTERNAL	INTERNAL	OVERALL
Male	51		51
Female	84		84
No Response	39		39
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I	0		0
Region II	0		0
Region III	0		0
Region IV-A	174		174
Region IV-B	0		0
MIMAROPA	0		0
Region V	0		0
Region VI	0		0
Region VII	0		0
Region VIII	0		0
Region IX	0		0
Region X	0		0
Region XI	0		0
Region XII	0		0
Region XIII	0		0
NCR	0		0
CAR	0		0
BARMM	0		0



SOUTHERN LUZON STATE UNIVERSITY

Business Affairs Office (BAO)

(+63) 42-540 6195 slubao@slsu.edu.ph



CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN	62		62
BUSINESS	44		44
GOVERNMENT	29		29
DID NOT SPECIFY	39		39



SOUTHERN LUZON STATE UNIVERSITY

Business Affairs Office (BAO)



+63(0)2-940.6196



slsu.bao@slsu.edu.ph



CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	52	29.89%
CC1. I know what a CC is, but I did NOT see this office's CC	46	26.44%
CC1. I learned of the CC only when I saw this office's CC	50	28.74%
CC1. I do not know what a CC is, and I did not see one in this office	26	14.94%
CC2. Easy to see	38	21.84%
CC2. Somewhat easy to see	31	17.82%
CC2. Difficult to see	40	22.99%
CC2. Not visible at all	19	10.92%
CC2. N/A	46	26.44%
CC3. Helped very much	49	28.16%
CC3. Somewhat helped	46	26.44%
CC3. Did not help	42	24.14%
CC3. N/A	37	21.26%



SOUTHERN LUZON STATE UNIVERSITY

CLIENT SATISFACTION SUMMARY

JANUARY- JUNE 2025

BUSINESS AFFAIRS OFFICE

REQUEST FOR REPLACEMENT OF LOSS / DAMAGED IDENTIFICATION CARD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0				86	49	33	174	95.74%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			24	82	47	21	174	84.31%
Reliability			33	78	40	23	174	78.15%
Access and Facilities			28	75	50	21	174	81.70%
Communication			18	88	43	25	174	87.92%
Costs			17	74	53	30	174	88.19%
Integrity			25	68	61	20	174	83.77%
Assurance			19	55	76	24	174	87.33%
Outcome			21	52	77	24	174	86.00%
Overall	0	0	185	572	447	188	1392	84.63% Outstanding



Request for Registration Upon Availing the Space Rental

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SOD 0	0	0	21	76	65	12	174	87.04%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			13	80	52	29	174	91.03%
Reliability			11	77	66	20	174	92.86%
Access and Facilities			20	58	79	17	174	87.26%
Communication			16	76	78	4	174	90.59%
Costs			26	70	73	5	174	84.62%
Integrity			22	58	75	19	174	85.81%
Assurance			1	62	89	22	174	99.34%
Outcome			21	59	77	17	174	86.62%
Overall	0	0	130	540	589	133	1392	89.67%

Outstanding

Request for Service/s Through Transfer of Fund as Mode of Payment

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0			25	62	62	25	174	83.22%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness			19	65	81	9	174	88.48%
Reliability			25	46	87	16	174	84.18%
Access and Facilities			17	80	65	12	174	89.51%
Communication			11	69	79	15	174	93.08%
Costs			10	80	72	12	174	93.83%
Integrity			18	75	71	10	174	89.02%
Assurance			15	70	82	7	174	91.02%
Outcome			25	62	73	14	174	84.38%
Overall	0	0	140	547	610	95	1392	89.21%

Outstanding



July – December 2025

BUSINESS AFFAIRS OFFICE

Request for Service/s thru transfer of Fund as Mode of Payment

Request for registration upon the availing the Space Rental

Request for replacement of loss / damage Identification Card

Total Number of Client Type	Total Number of Respondents
Citizen:	3241
Business:	0
Government Employee:	107
Sex	Total Number of Respondents
Male	2022
Female	1326
Age	Total Number of Respondents
6 to 12 years old	
13 to 18 years old	412
19 to 25 years old	901
26 to 39 years old	1388
40 to 64 years old	641
65+ years old	6
Region of Residence	Total Number of Respondents
Region IV-A	3348

EXTERNAL / INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	1697	
CC1. I know what a CC is, but I did NOT see this office's CC	569	
CC1. I learned of the CC only when I saw this office's CC	214	
CC1. I do not know what a CC is, and I did not see one in this office	868	
CC2. Easy to see	1544	
CC2. Somewhat easy to see	303	
CC2. Difficult to see	159	
CC2. Not visible at all	8	
CC2. N/A	1334	
CC3. Helped very much	1247	
CC3. Somewhat helped	720	
CC3. Did not help	327	
CC3. N/A	1054	

REQUEST FOR REGISTRATION UPON THE AVAILING THE SPACE RENTAL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	12	39	42	17	110	87.09677

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	4	80	20	6	110	96.15
Reliability	0	0	2	79	27	2	110	98.15
Access and Facilities	0	0	1	49	59	1	110	99.08
Communication	0	0	8	39	58	5	110	92.38
Costs	0	0	36	50	11	13	110	62.89
Integrity	0	0	8	87	6	9	110	92.08
Assurance	0	0	2	63	43	2	110	98.15
Outcome	0	0	12	29	59	10	110	88.00
Overall	0	0	73	476	283	48	880	91.23

REQUEST FOR REPLACEMENT OF LOSS / DAMAGE IDENTIFICATION CARD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	71	878	2103	165	3217	97.67366

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	57	809	2266	85	3217	98.18
Reliability	0	0	47	1007	2075	88	3217	98.50
Access and Facilities	0	0	89	902	2117	109	3217	97.14
Communication	0	0	320	779	2023	95	3217	89.75
Costs	0	0	86	487	585	2059	3217	92.57
Integrity	0	0	176	899	2016	126	3217	94.31
Assurance	0	0	110	1116	1916	75	3217	96.50
Outcome	0	0	126	1220	1789	82	3217	95.98
Overall	0	0	1011	7219	14787	2719	25736	95.61



REQUEST FOR SERVICE/S THRU TRANSFER OF FUND AS MODE OF PAYMENT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	1	11	8	1	21	95

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	3	10	5	3	21	83.33
Reliability	0	0	1	12	7	1	21	95.00
Access and Facilities	0	0	1	12	7	1	21	95.00
Communication	0	0	1	10	9	1	21	95.00
Costs	0	0	2	12	5	2	21	89.47
Integrity	0	0	1	13	6	1	21	95.00
Assurance	0	0	1	14	4	2	21	94.74
Outcome	0	0	1	13	5	2	21	94.74
Overall	0	0	11	96	48	13	168	92.90

24. Research, Extension, Production, Development and Innovation
Office of the Research Services
January – June 2025

CLIENT SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SUBMISSION OF INSTITUTIONAL RESEARCH PROPOSAL	25	25



CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old			
26 to 39 years old		6	6
40 to 64 years old		19	19
65+ years old			
SEX	EXTERNAL	INTERNAL	OVERALL
Male		12	12
Female		13	13
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			
Region II			
Region III			
Region IV-A		25	25
Region IV-B			
MIMAROPA			
Region V			
Region VI			
Region VII			
Region VIII			
Region IX			
Region X			
Region XI			
Region XII			
Region XIII			
NCR			
CAR			
BARMM			

CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			
BUSINESS			
GOVERNMENT		25	25
DID NOT SPECIFY			



CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	24	96.00%
CC1. I know what a CC is, but I did NOT see this office's CC	1	5.00%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	24	96.00%
CC2. Somewhat easy to see	1	5.00%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	25	96.00%
CC3. Somewhat helped	1	5.00%
CC3. Did not help		
CC3. N/A		

CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0								

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	24	1	0	25	100
Reliability	0	0	0	0	25	0	25	100
Access and Facilities	0	0	0	0	25	0	25	100
Communication	0	0	0	25	0	0	25	100
Costs	0	0	0	0	0	0	0	100
Integrity	0	0	0	25	0	0	25	100
Assurance	0	0	0	25	0	0	25	100
Outcome	0	0	0	25	0	0	25	100
Overall	0	0	0	124	50	0		100

July – December 2025

CLIENT SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JULY - DECEMBER 2025

INTERNAL SERVICES	RESPONSES	TOTAL TRANSACTIONS
SUBMISSION OF INSTITUTIONAL RESEARCH PROPOSAL	11	11



CUSTOMER SATISFACTION SURVEY

OFFICE OF RESEARCH SERVICES

JANUARY - JUNE 2025

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old			
13 to 18 years old			
19 to 25 years old			
26 to 39 years old			
40 to 64 years old		11	11
65+ years old			
SEX	EXTERNAL	INTERNAL	OVERALL
Male		7	7
Female		4	4
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			
Region II			
Region III			
Region IV-A		11	11
Region IV-B			
MIMAROPA			
Region V			
Region VI			
Region VII			
Region VIII			
Region IX			
Region X			
Region XI			
Region XII			
Region XIII			
NCR			
CAR			
BARMM			

CUSTOMER SATISFACTION SURVEY

OFFICE OF RESEARCH SERVICES

JANUARY - JUNE 2025

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN			
BUSINESS			
GOVERNMENT		11	11
DID NOT SPECIFY			



CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JANUARY - JUNE 2025

CITIZEN'S CHARTER	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	10	96.00%
CC1. I know what a CC is, but I did NOT see this office's CC	1	5.00%
CC1. I learned of the CC only when I saw this office's CC		
CC1. I do not know what a CC is, and I did not see one in this office		
CC2. Easy to see	10	96.00%
CC2. Somewhat easy to see	1	5.00%
CC2. Difficult to see		
CC2. Not visible at all		
CC2. N/A		
CC3. Helped very much	10	96.00%
CC3. Somewhat helped	1	5.00%
CC3. Did not help		
CC3. N/A		

CUSTOMER SATISFACTION SURVEY
OFFICE OF RESEARCH SERVICES
JULY - DECEMBER 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD 0								

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness	0	0	0	10	1	0	11	100
Reliability	0	0	0	0	11	0	11	100
Access and Facilities	0	0	0	0	11	0	11	100
Communication	0	0	0	11	0	0	11	100
Costs	0	0	0	0	0	0	0	100
Integrity	0	0	0	11	0	0	11	100
Assurance	0	0	0	11	0	0	11	100
Outcome	0	0	0	11	0	0	11	100
Overall	0	0	0	54	22	0	77	100



25. Innovation and Technology Support Services Office (ITSSO)
January – June 2025

INTERNAL SERVICES	Responses	Total Transactions
TECHNOLOGY LICENSING AND COMMERCIALIZATION: COMMERCIALIZATION THROUGH TECHNOLOGY ADOPTION	3	3
INTELLECTUAL PROPERTY (IP) APPLICATION	14	14
REQUEST FOR MANUSCRIPT SIMILARITY EXAMINATION CERTIFICATE	516	516
TECHNOLOGY LICENSING AND COMMERCIALIZATION: COMMERCIALIZATION THROUGH PRODUCT DISTRIBUTORSHIP (SPIN-OFF)	0	0
REQUEST FOR TURNITIN ACCOUNT	1	1
TOTAL	534	534



Total Number of Client Type	Total Number of Respondents
Citizen:	485
Business:	0
Government Employee:	49
Sex	Total Number of Respondents
Male	233
Female	301
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	456
26 to 39 years old	41
40 to 64 years old	21
65+ years old	0
No Response	16
Region of Residence	Total Number of Respondents
Region I	
Region II	
Region III	
Region IV-A	534
Region IV-B	
MIMAROPA	
Region V	
Region VI	
Region VII	
Region VIII	
Region IX	
Region X	
Region XI	
Region XII	
Region XIII	
NCR	
CAR	
BARMM	



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			10	129	384	11	534	98.08795

OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)			18	143	359	14	534	96.54
Reliability (SQD2)			9	127	384	14	534	98.27
Access and Facilities (SQD3)			17	133	341	43	534	96.54
Communication (SQD4)			20	145	347	22	534	96.09
Costs (SQD5)			0	0	0	534	534	#DIV/0!
Integrity (SQD6)			20	132	368	14	534	96.15
Assurance (SQD7)			12	116	394	12	534	97.70
Outcome (SQD8)			15	130	371	18	534	97.09
Overall	0	0	111	926	2564	671	4272	96.92

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					3		3	100

COMMERCIALIZATION THROUGH TECHNOLOGY ADOPTION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	3	0	3	100.00
Reliability (SQD2)	0	0	0	0	3	0	3	100.00
Access and Facilities (SQD3)	0	0	0	0	3	0	3	100.00
Communication (SQD4)	0	0	0	1	2	0	3	100.00
Costs (SQD5)	0	0	0	0	0	3	3	#DIV/0!
Integrity (SQD6)	0	0	0	0	3	0	3	100.00
Assurance (SQD7)	0	0	0	0	3	0	3	100.00
Outcome (SQD8)	0	0	0	0	3	0	3	100.00
Overall	0	0	0	1	20	3	24	100.00

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					14		14	100

IP APPLICATION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	14	0	14	100.00
Reliability (SQD2)	0	0	0	0	14	0	14	100.00
Access and Facilities (SQD3)	0	0	0	0	13	1	14	100.00
Communication (SQD4)	0	0	0	2	12	0	14	100.00
Costs (SQD5)	0	0	0	0	0	14	14	0.00
Integrity (SQD6)	0	0	0	2	12	0	14	100.00
Assurance (SQD7)	0	0	0	2	12	0	14	100.00
Outcome (SQD8)	0	0	0	2	12	0	14	100.00
Overall	0	0	0	8	89	15	112	100.00



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			10	129	366	11	516	98.0198

ORIGINALITY CHECK

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	18	142	342	14	516	96.41
Reliability (SQD2)	0	0	9	127	366	14	516	98.21
Access and Facilities (SQD3)	0	0	17	131	326	42	516	96.41
Communication (SQD4)	0	0	20	142	332	22	516	95.95
Costs (SQD5)	0	0	0	0	0	516	516	#DIV/0!
Integrity (SQD6)	0	0	20	129	353	14	516	96.02
Assurance (SQD7)	0	0	12	113	379	12	516	97.62
Outcome (SQD8)	0	0	15	127	356	18	516	96.99
Overall	0	0	111	911	2454	652	4128	96.81

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			0	0	1	0	1	100

REQUEST FOR TURNITIN ACCOUNT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	1	0	1	100.00
Reliability (SQD2)	0	0	0	0	1	0	1	100.00
Access and Facilities (SQD3)	0	0	0	0	1	0	1	100.00
Communication (SQD4)	0	0	0	0	1	0	1	100.00
Costs (SQD5)	0	0	0	0	0	1	1	#DIV/0!
Integrity (SQD6)	0	0	0	0	1	0	1	100.00
Assurance (SQD7)	0	0	0	0	1	0	1	100.00
Outcome (SQD8)	0	0	0	0	1	0	1	100.00
Overall	0	0	0	0	7	1	8	100.00

INTERNAL SERVICES (ONLINE)	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	280	52.43%
CC1. I know what a CC is, but I did NOT see this office's CC	74	13.86%
CC1. I learned of the CC only when I saw this office's CC	74	13.86%
CC1. I do not know what a CC is, and I did not see one in this office	106	19.85%
CC2. Easy to see	248	46.44%
CC2. Somewhat easy to see	140	26.22%
CC2. Difficult to see	31	5.81%
CC2. Not visible at all	7	1.31%
CC2. N/A	108	20.22%
CC3. Helped very much	334	62.55%
CC3. Somewhat helped	97	18.17%
CC3. Did not help	2	0.37%
CC3. N/A	101	18.91%



July – December 2025

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				12	61	0	73	100%

OVERALL

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	1			15	57	0	73	98.63%
Reliability (SQD2)				16	55	2	73	100.00%
Access and Facilities (SQD3)			1	12	43	17	73	98.21%
Communication (SQD4)			1	18	54	0	73	98.63%
Costs (SQD5)						73	73	#DIV/0!
Integrity (SQD6)			1	14	57	1	73	98.61%
Assurance (SQD7)				20	52	1	73	100.00%
Outcome (SQD8)			2	15	55	1	73	97.22%
Overall	1	0	5	110	373	95	584	98.77%

INTERNAL SERVICES (OVERALL)	RESPONSES	PERCENTAGE
CC1. I know what a CC is, and I saw this office's CC	47	77.05%
CC1. I know what a CC is, but I did NOT see this office's CC	10	16.39%
CC1. I learned of the CC only when I saw this office's CC	12	19.67%
CC1. I do not know what a CC is, and I did not see one in this office	4	6.56%
CC2. Easy to see	44	72.13%
CC2. Somewhat easy to see	16	26.23%
CC2. Difficult to see	2	3.28%
CC2. Not visible at all	0	0.00%
CC2. N/A	11	16.03%
CC3. Helped very much	58	95.08%
CC3. Somewhat helped	6	9.84%
CC3. Did not help	0	0.00%
CC3. N/A	9	14.75%

INTERNAL SERVICES (WALK-IN)	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	12	66.67%
CC1. I know what a CC is, but I did NOT see this office's CC	2	11.11%
CC1. I learned of the CC only when I saw this office's CC	3	16.67%
CC1. I do not know what a CC is, and I did not see one in this office	1	5.56%
CC2. Easy to see	13	72.22%
CC2. Somewhat easy to see	3	16.67%
CC2. Difficult to see	1	5.56%
CC2. Not visible at all	0	0.00%
CC2. N/A	1	5.56%
CC3. Helped very much	16	88.89%
CC3. Somewhat helped	1	5.56%
CC3. Did not help	0	0.00%
CC3. N/A	1	5.56%



INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	35	81.40%
CC1. I know what a CC is, but I did NOT see this office's CC	8	18.60%
CC1. I learned of the CC only when I saw this office's CC	9	20.93%
CC1. I do not know what a CC is, and I did not see one in this office	3	6.98%
CC2. Easy to see	31	72.09%
CC2. Somewhat easy to see	13	30.23%
CC2. Difficult to see	1	2.33%
CC2. Not visible at all	0	0.00%
CC2. N/A	10	23.26%
CC3. Helped very much	42	97.67%
CC3. Somewhat helped	5	11.63%
CC3. Did not help	0	0.00%
CC3. N/A	8	18.60%

INTERNAL SERVICES	Responses	Total Transactions
TECHNOLOGY LICENSING AND COMMERCIALIZATION: COMMERCIALIZATION THROUGH TECHNOLOGY ADOPTION	9	9
INTELLECTUAL PROPERTY (IP) APPLICATION	9	9
PATENT SEARCH	9	9
REQUEST FOR MANUSCRIPT SIMILARITY EXAMINATION CERTIFICATE	38	38
REQUEST FOR TURNITIN ACCOUNT	3	3
TECHNOLOGY LICENSING AND COMMERCIALIZATION: COMMERCIALIZATION THROUGH PRODUCT DISTRIBUTORSHIP (SPIN-OFF)	1	1
REQUEST FOR RESEARCH ETHICS	1	1
REQUEST FOR RESEARCH PROPOSAL FORMALITY EXAMINATION	3	3
	73	73

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			0	0	3	0	3	100%

REQUEST FOR RESEARCH PROPOSAL FORMALITY EXAMINATION								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	1	2	0	3	100%
Reliability (SQD2)	1	0	0	1	2	0	3	100%
Access and Facilities (SQD3)	0	0	0	1	2	0	3	100%
Communication (SQD4)	0	0	0	1	2	0	3	100%
Costs (SQD5)	0	0	0	0	0	3	3	#DIV/0!
Integrity (SQD6)	0	0	0	1	2	0	3	100%
Assurance (SQD7)	0	0	0	1	2	0	3	100%
Outcome (SQD8)	0	0	0	1	2	0	3	100%
TOTAL	1	0	0	7	14	3	24	100%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			0	0	1	0	1	100%

REQUEST FOR RESEARCH ETHICS

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	1	0	1	100%
Reliability (SQD2)	0	0	0	0	1	0	1	100%
Access and Facilities (SQD3)	0	0	0	0	1	0	1	100%
Communication (SQD4)	0	0	0	0	1	0	1	100%
Costs (SQD5)	0	0	0	0	0	1	1	#DIV/0!
Integrity (SQD6)	0	0	0	0	1	0	1	100%
Assurance (SQD7)	0	0	0	0	1	0	1	100%
Outcome (SQD8)	0	0	0	0	1	0	1	100%
Overall	0	0	0	0	7	1	8	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			0	0	3	0	3	100%

REQUEST FOR TURNITIN ACCOUNT

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	3	0	3	100%
Reliability (SQD2)	0	0	0	0	3	0	3	100%
Access and Facilities (SQD3)	0	0	0	0	3	0	3	100%
Communication (SQD4)	0	0	0	1	2	0	3	100%
Costs (SQD5)	0	0	0	0	0	3	3	#DIV/0!
Integrity (SQD6)	0	0	0	0	2	1	3	100%
Assurance (SQD7)	0	0	0	0	2	1	3	100%
Outcome (SQD8)	0	0	0	2	1	0	3	100%
Overall	0	0	0	3	16	5	24	100%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0			0	10	36	0	46	100%

ORIGINALITY CHECK

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	13	33	0	46	100%
Reliability (SQD2)	0	0	1	10	33	2	46	98%
Access and Facilities (SQD3)	0	0	1	6	23	16	46	97%
Communication (SQD4)	0	1	3	12	31	0	46	93%
Costs (SQD5)	0	0	0	0	0	46	46	#DIV/0!
Integrity (SQD6)	0	1	2	8	35	0	46	93%
Assurance (SQD7)	0	0	0	14	32	0	46	100%
Outcome (SQD8)	0	0	2	8	34	1	46	93%
Overall	0	2	9	71	221	65	368	96%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0					1		1	100%

PATENT SEARCH

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	0	1	0	1	100%
Reliability (SQD2)	0	0	0	0	1	0	1	100%
Access and Facilities (SQD3)	0	0	0	0	1	0	1	100%
Communication (SQD4)	0	0	0	0	1	0	1	100%
Costs (SQD5)	0	0	0	0	0	1	1	#DIV/0!
Integrity (SQD6)	0	0	0	0	1	0	1	100%
Assurance (SQD7)	0	0	0	0	1	0	1	100%
Outcome (SQD8)	0	0	0	0	1	0	1	100%
Overall	0	0	0	0	7	1	8	100%



Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0				2	7		9	100%

COMMERCIALIZATION THROUGH TECHNOLOGY ADOPTION

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	2	7	0	9	100%
Reliability (SQD2)	0	0	0	3	6	0	9	100%
Access and Facilities (SQD3)	0	0	0	3	6	0	9	100%
Communication (SQD4)	0	0	0	2	7	0	9	100%
Costs (SQD5)	0	0	0	0	0	9	9	#DIV/0!
Integrity (SQD6)	0	0	0	2	7	0	9	100%
Assurance (SQD7)	0	0	0	3	6	0	9	100%
Outcome (SQD8)	0	0	0	3	6	0	9	100%
Overall	0	0	0	18	45	9	72	100%



26. Office of Production Services

January – June 2025

Total Number of Client Type	Total Number of Respondents
Citizen:	0
Business:	0
Government Employee:	8
Did Not Specify:	31
Sex	Total Number of Respondents
Male	20
Female	8
Did Not Specify	11
Age	Total Number of Respondents
6 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	5
26 to 39 years old	2
40 to 64 years old	21
65+ years old	0
Did Not Specify	11
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	33
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0
Did Not Specify	6

INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	14	35.90%
CC1. I know what a CC is, but I did NOT see this office's CC	5	12.82%
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	5.13%
Did Not Specify	18	46.15%
CC2. Easy to see	19	48.72%
CC2. Somewhat easy to see	0	0.00%
CC2. Difficult to see	0	0.00%
CC2. Not visible at all	0	0.00%
CC2. N/A	2	5.13%
Did Not Specify	18	46.15%
CC3. Helped very much	16	41.03%
CC3. Somewhat helped	2	5.13%
CC3. Did not help	0	0.00%
CC3. N/A	2	5.13%
Did Not Specify	19	48.72%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Did Not Specify	N/A	Responses	Rating
SDQ0	0	0	0	20	19	0	0	39	100.00
Responsiveness	0	0	0	19	14	6	0	39	100.00
Reliability	0	0	0	24	13	2	0	39	100.00
Access and Facilities	0	0	0	26	12	1	0	39	100.00
Communication	0	0	0	23	8	8	0	39	100.00
Costs	0	0	0	0	0	1	38	39	100.00
Integrity	0	0	0	26	13	0	0	39	100.00
Assurance	0	0	0	29	9	1	0	39	100.00
Outcome	0	0	0	29	10	0	0	39	100.00
Overall	0	0	0	21.78	10.89	2.11	4.22	39.00	100.00

INTERNAL SERVICES	Responses	Total Transactions
Production Project Proposal Forms	39	39

July – December 2025

INTERNAL SERVICES	Responses	Total Transactions
Production Project Proposal Forms	32	32

HUMAN RESOUR



Total Number of Client Type	Total Number of Respondents
Citizen:	1
Business:	0
Government Employee:	22
Did Not Specify:	9
Sex	Total Number of Respondents
Male	8
Female	24
Did Not Specify	0
Age	Total Number of Respondents
5 to 12 years old	0
13 to 18 years old	0
19 to 25 years old	2
26 to 39 years old	19
40 to 64 years old	11
65+ years old	0
Did Not Specify	0
Region of Residence	Total Number of Respondents
Region I	0
Region II	0
Region III	0
Region IV-A	24
Region IV-B	0
MIMAROPA	0
Region V	0
Region VI	0
Region VII	0
Region VIII	0
Region IX	0
Region X	0
Region XI	0
Region XII	0
Region XIII	0
NCR	0
CAR	0
BARMM	0
Did Not Specify	8



INTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	19	59%
CC1. I know what a CC is, but I did NOT see this office's CC	3	9%
CC1. I learned of the CC only when I saw this office's CC	0	0%
CC1. I do not know what a CC is, and I did not see one in this office	0	0%
Did Not Specify	10	31%

CC2. Easy to see	20	63%
CC2. Somewhat easy to see	2	6%
CC2. Difficult to see	0	0%
CC2. Not visible at all	0	0%
CC2. N/A	0	0%
Did Not Specify	10	31%

CC3. Helped very much	18	56%
CC3. Somewhat helped	4	13%
CC3. Did not help	0	0%
CC3. N/A	0	0%
Did Not Specify	10	31%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Did Not Specify	N/A	Responses	Rating
SDQID	0	0	0	9	23	0	0	32	100.00
Responsiveness	0	0	1	9	21	1	0	32	100.00
Reliability	0	0	1	9	22	0	0	32	100.00
Access and Facilities	0	0	1	8	21	0	2	32	100.00
Communication	0	0	1	9	21	0	1	32	100.00
Costs	0	0	1	8	16	0	7	32	100.00
Integrity	0	0	0	8	24	0	0	32	100.00
Assurance	0	0	0	8	24	0	0	32	100.00
Outcome	0	0	0	8	24	0	0	32	100.00
Overall	0	0	0.56	8.44	21.78	0.11	1.11	32	100.00



27. Gender and Development Office
January – June 2025

OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old		2	2
13 to 18 years old		0	0
19 to 25 years old		10	10
26 to 39 years old		39	39
40 to 64 years old		18	18
65+ years old		1	1
	0	70	70
SEX	EXTERNAL	INTERNAL	OVERALL
Male		33	33
Female		37	37
	0	70	70
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		70	70
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0

0 70 70

INTERNAL SERVICES	Responses	Total Transactions
REQUEST FOR GENDER SENSITIVITY TRAINING / ORIENTATION	45	45
REQUEST FOR COUNSELING	25	25
TOTAL	70	70

OVERALL CUSTOMER TYPE

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		17	17
BUSINESS		0	0
GOVERNMENT		53	53
DID NOT SPECIFY			0
	0	70	70

OVERALL CITIZEN'S CHARTER

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	64	91%
CC1. I know what a CC is, but I did NOT see this office's CC	2	3%
CC1. I learned of the CC only when I saw this office's CC	3	4%
CC1. I do not know what a CC is, and I did not see one in this office	1	2%
CC2. Easy to see	64	91%
CC2. Somewhat easy to see	4	6%
CC2. Difficult to see	2	3%
CC2. Not visible at all	0	0%
CC2. N/A	0	0%
CC3. Helped very much	68	97%
CC3. Somewhat helped	1	1%
CC3. Did not help	1	1%
CC3. N/A	0	0%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	4	66	0	70	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	1	0	6	61	2	70	98.53%
Reliability (SQD2)	0	0	0	4	66	0	70	100.00%
Access and Facilities (SQD3)	0	0	0	4	61	5	70	100.00%
Communication (SQD4)	0	0	0	5	63	2	70	100.00%
Costs (SQD5)	0	0	0	0	0	70	70	#DIV/0!
Integrity (SQD6)	0	0	0	5	65	0	70	100.00%
Assurance (SQD7)	0	0	0	3	67	0	70	100.00%
Outcome (SQD8)	0	0	0	3	67	0	70	100.00%
Overall	0	1	0	30	450	79	560	99.79%

SQD for Gender Sensitivity Training

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	3	42	0	45	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	4	41	0	45	100.00%
Reliability (SQD2)	0	0	0	3	42	0	45	100.00%
Access and Facilities (SQD3)	0	0	0	3	42	0	45	100.00%
Communication (SQD4)	0	0	0	3	42	0	45	100.00%
Costs (SQD5)	0	0	0	0	0	0	0	#DIV/0!
Integrity (SQD6)	0	0	0	4	41	0	45	100.00%
Assurance (SQD7)	0	0	0	2	43	0	45	100.00%
Outcome (SQD8)	0	0	0	2	43	0	45	100.00%
Overall	0	0	0	21	294	0	315	100.00%

SQD for Counseling

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	1	24	0	25	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	1	0	2	20	2	25	95.65%
Reliability (SQD2)	0	0	0	1	24	0	25	100.00%
Access and Facilities (SQD3)	0	0	0	1	19	5	25	100.00%
Communication (SQD4)	0	0	0	2	21	2	25	100.00%
Costs (SQD5)	0	0	0	0	0	25	25	#DIV/0!
Integrity (SQD6)	0	0	0	1	24	0	25	100.00%
Assurance (SQD7)	0	0	0	1	24	0	25	100.00%
Outcome (SQD8)	0	0	0	1	24	0	25	100.00%
Overall	0	1	0	9	156	34	200	99.40%



July – December 2025

OVERALL DEMOGRAPHIC

AGE	EXTERNAL	INTERNAL	OVERALL
6 to 12 years old		0	0
13 to 18 years old		0	0
19 to 25 years old		11	11
26 to 39 years old		29	29
40 to 64 years old		6	6
65+ years old		0	0
	0	46	46
SEX	EXTERNAL	INTERNAL	OVERALL
Male		26	26
Female		20	20
	0	46	46
REGION OF RESIDENCE	EXTERNAL	INTERNAL	OVERALL
Region I			0
Region II			0
Region III			0
Region IV-A		46	46
Region IV-B			0
MIMAROPA			0
Region V			0
Region VI			0
Region VII			0
Region VIII			0
Region IX			0
Region X			0
Region XI			0
Region XII			0
Region XIII			0
NCR			0
CAR			0
BARMM			0
	0	46	46

INTERNAL SERVICES	Responses	Total Transactions
REQUEST FOR GENDER SENSITIVITY TRAINING / ORIENTATION	14	14
REQUEST FOR COUNSELING	32	32
TOTAL	46	46

OVERALL CUSTOMER TYPE

CUSTOMER TYPE	EXTERNAL	INTERNAL	OVERALL
CITIZEN		25	25
BUSINESS		0	0
GOVERNMENT		21	21
DID NOT SPECIFY		0	0
	0	46	46

OVERALL CITIZEN'S CHARTER

EXTERNAL SERVICES	Responses	Percentage
CC1. I know what a CC is, and I saw this office's CC	45	98%
CC1. I know what a CC is, but I did NOT see this office's CC	1	2%
CC1. I learned of the CC only when I saw this office's CC	0	0%
CC1. I do not know what a CC is, and I did not see one in this office	0	0%
CC2. Easy to see	38	83%
CC2. Somewhat easy to see	6	13%
CC2. Difficult to see	2	4%
CC2. Not visible at all	0	0%
CC2. N/A	0	0%
CC3. Helped very much	44	96%
CC3. Somewhat helped	2	4%
CC3. Did not help	0	0%
CC3. N/A	0	0%

OVERALL SQD

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	3	43	0	46	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	5	39	2	46	100.00%
Reliability (SQD2)	0	0	0	5	40	1	46	100.00%
Access and Facilities (SQD3)	0	0	0	1	33	12	46	100.00%
Communication (SQD4)	0	0	0	0	29	17	46	100.00%
Costs (SQD5)	0	0	0	0	0	46	46	#DIV/0!
Integrity (SQD6)	0	0	0	2	41	3	46	100.00%
Assurance (SQD7)	0	0	0	4	42	0	46	100.00%
Outcome (SQD8)	0	0	1	5	40	0	46	97.83%
Overall	0	0	1	22	264	81	368	99.65%

SQD for Counseling								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	3	29	0	32	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	4	27	1	32	100.00%
Reliability (SQD2)	0	0	0	6	26	0	32	100.00%
Access and Facilities (SQD3)	0	0	0	0	29	3	32	100.00%
Communication (SQD4)	0	0	0	0	27	5	32	100.00%
Costs (SQD5)	0	0	0	0	0	32	32	#DIV/0!
Integrity (SQD6)	0	0	0	2	27	3	32	100.00%
Assurance (SQD7)	0	0	0	4	28	0	32	100.00%
Outcome (SQD8)	0	0	1	5	26	0	32	96.88%
Overall	0	0	1	21	190	44	256	99.53%

SQD for Gender Sensitivity Training								
Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
SQD0	0	0	0	0	14	0	14	100.00%

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	Responses	Rating
Responsiveness (SQD1)	0	0	0	1	12	1	14	100.00%
Reliability (SQD2)	0	0	0	1	12	1	14	100.00%
Access and Facilities (SQD3)	0	0	0	1	9	4	14	100.00%
Communication (SQD4)	0	0	0	0	9	5	14	100.00%
Costs (SQD5)	0	0	0	0	0	14	14	#DIV/0!
Integrity (SQD6)	0	0	0	0	14	0	14	100.00%
Assurance (SQD7)	0	0	0	0	14	0	14	100.00%
Outcome (SQD8)	0	0	0	0	14	0	14	100.00%
Overall	0	0	0	3	84	25	112	100.00%

 Southern Luzon State University
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