



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfaction Survey

In accordance with the mandate and pertinent provisions of the Republic Act 9485, otherwise known as "Anti-Red Tape Act (ARTA)", the Philippine Normal University implemented the Clientele Satisfaction Survey (CSS) effective August 1, 2018 through a University Memo No. 82 series of 2018 dated July 31, 2018.

To ensure the proper implementation and monitoring of the CSS, the Center for Planning and Quality Assurance (CPQA) is tasked to (a) collect the accomplished CSS forms from each office; (b) tabulate the results for each unit; and (c) distribute the results of the evaluation on a weekly basis for each office. The respective offices, in turn, shall study the results and come up with strategies to further improve their processes and services.

The CSS boxes are installed near the entrance door of each office which are also provided with lock and key. Enough client survey forms are provided for ease and convenience of every client who were offered services by the office staff/personnel.

The CSS form measures indicators which are provided in the Report Card Survey of Anti-Red Tape Act, to wit (a) timeliness or promptness of service, (b) knowledge or competence of the staff, (c) courtesy or politeness of staff, and (d) fairness and ethical treatment. An additional features of PNU's client satisfaction survey is the inclusion of the Overall Rating emoji faces and the provision for other comments and suggestion that the client can offer to improve the staff services or if they are happy with services offered to them by the personnel.

II. Improvement Action Plan for FY 2019

There are ample ways to address the first wave of comments and suggestions given by the students and graduates especially on the delay of release of documents for authentication/verification processes. This was brought to the attention of the process owners and the turnaround time was cut to 1/3 delivery of services especially during enrollment, release to test results, and releases of final term grades of students.

Employees who were complained were also given due notice through their respective office/unit heads. The Director of the Human Resource Management and Development Services (HRMDS) was also copy furnished with the results and complaints to provide guidance to the erring employees. The HRMDS also consolidates all the survey and ascertain which among the offices performed well based on the general average and be given a commendation at the end of the year. Moreover, the awareness campaigns and orientation about the CSS is also provided by the HRMDS to new hires and new members of the PNU community.