



CITIZEN/ CLIENT SATISFACTION REPORT FOR 2019

Description of the Citizen/ Client Satisfaction Survey

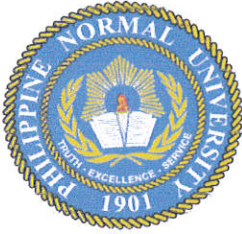
In accordance with the mandate and pertinent provisions of the Republic Act 9485, otherwise known as “Anti-Red Tape Act (ARTA)”, the Philippine Normal University implemented the Clientele Satisfaction Survey (CSS) effective August 1, 2018 through a University Memorandum No. 82 series of 2018 dated July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

To ensure the proper implementation and monitoring of the CSS, the Center for Planning and Quality Assurance (CPQA) was tasked to (a) collect the accomplished CSS forms from each office; (b) tabulate the results of each unit; and (c) distribute the results of the evaluation on a monthly 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 satisfaction 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 which includes the following, (a) timeliness or promptness of service, (b) knowledge or competence of the staff/ personnel, (c) courtesy or politeness of the staff/personnel, and (d) fairness and ethical treatment. An additional feature of the Philippine Normal University’s Clientele Satisfaction Survey Form is the inclusion of the Overall Rating which is symbolizes by four different emoticon faces and provision for other comments and suggestions.

Beginning Fiscal Year 2019, the Client Satisfaction Survey has been institutionalized as part of the procedures under the ISO 9001:2015 Quality Management System (QMS). The Center for Planning and Quality Assurance (CPQA) continues to be the focal office in charge of facilitating all procedures and activities.

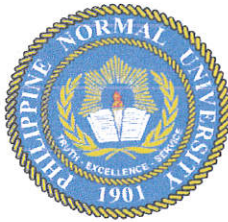


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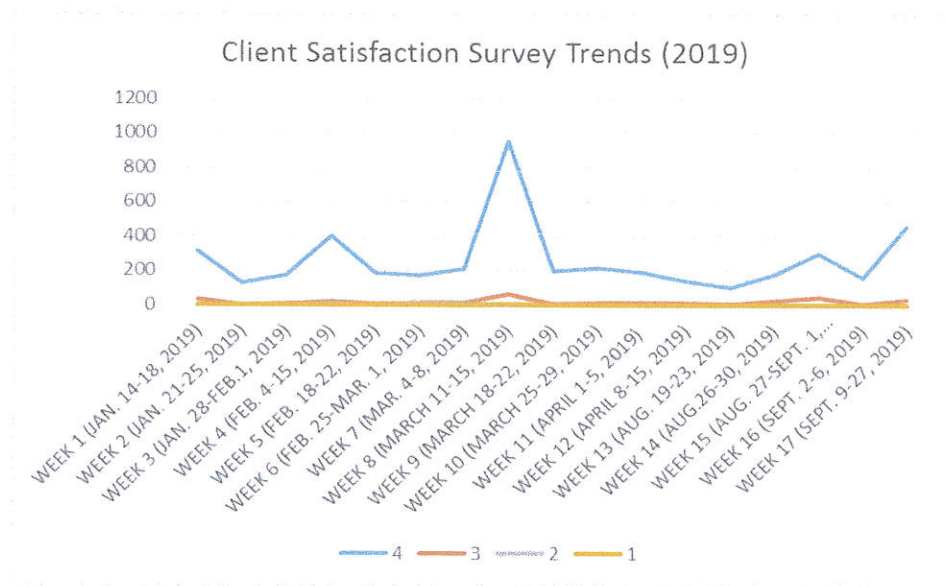
Improvement Action Plan for 2020

With the ISO 9001:2015 Certification of the university in December 2018 along with the implementation of the PNU Strategic Performance Management System (SPMS), continual improvement in all programs, activities and projects of the various units of the university has been considered as a primary priority as reflected in their respective Office Performance Commitment Review (OPCR) for Fiscal Year 2020. In particular, a SWOT (strengths, weaknesses, opportunities and threats) analysis was conducted by the various units as inputs to the development of the OPCR for FY 2020. Strategies and specific action plans were formulated resulting from the SWOT analysis along with taking into consideration the Organizational Outcomes (OO) Accomplishments for FY 2019 and Targets for FY 2020 as reflected in the university's Budget based on the General Appropriations Act of 2020.

In addition, analysis of the Client Satisfaction Survey results has been undertaken as potential input to the university's decision-making processes both in the academic and administrative aspects. The Center for Planning and Quality Assurance (CPQA) in coordination with the university's Educational Policy Research and Development Center (EPRDC) collaborated to facilitate the said analysis.



**CLIENT SATISFACTION SURVEY
SUMMARY REPORT**
January - September 2019



The University received an average number of 290 client satisfaction survey forms every collection week. It has collected its highest number of forms on **Week 8 (March 11-15, 2019)** with a total of **1036 client satisfaction forms**. Generally, the clients have given high rating or a score of 4 to the offices of the University. It has received the highest rating on **Week 8 (March 11-15, 2019)**. On the other hand, the University received its lowest rating during **Week 13 (Aug. 19-23, 2019)**. This is possibly due to the number of survey forms collected on that week as well.

The University has received **91.2%** of the forms ranking the offices rated with a score of **4 or Highly Satisfied**. **7.07%** of the forms collected from the offices received a score of **3 or Satisfied**. **1.26%** of the forms collected received a score of **2 or Slightly Satisfied**. Lastly, only **0.49%** of the forms collected were rated with **1 or Not Satisfied**.

Prepared by:

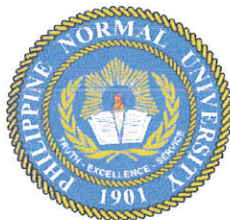
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CLIENT SATISFACTION SURVEY FORMS TALLY

January – September 2019

	4 (HS)	3 (S)	2 (SS)	1 (NS)	TOTAL
WEEK 1 (JAN. 14-18, 2019)	312	35	5	2	354
WEEK 2 (JAN. 21-25, 2019)	127	3	0	0	130
WEEK 3 (JAN. 28-FEB.1, 2019)	176	8	2	0	186
WEEK 4 (FEB. 4-15, 2019)	404	19	12	1	436
WEEK 5 (FEB. 18-22, 2019)	187	9	0	0	196
WEEK 6 (FEB. 25-MAR. 1, 2019)	175	13	12	1	201
WEEK 7 (MAR. 4-8, 2019)	212	15	11	1	239
WEEK 8 (MARCH 11-15, 2019)	955	69	4	8	1036
WEEK 9 (MARCH 18-22, 2019)	198	9	1	0	208
WEEK 10 (MARCH 25-29, 2019)	218	14	2	2	236
WEEK 11 (APRIL 1-5, 2019)	194	16	2	2	214
WEEK 12 (APRIL 8-15, 2019)	143	14	0	3	160
WEEK 13 (AUG. 19-23, 2019)	102	6	1	1	110
WEEK 14 (AUG.26-30, 2019)	179	30	1	1	211
WEEK 15 (AUG. 27-SEPT. 1, 2019)	299	49	3	1	352
WEEK 16 (SEPT. 2-6, 2019)	159	6	1	0	166
WEEK 17 (SEPT. 9-27, 2019)	459	34	5	1	499
TOTAL	4499	349	62	24	4934
PERCENTAGE	91.2 %	7.07%	1.26%	0.49%	

HS – Highly Satisfied
 S – Satisfied
 SS – Slightly Satisfied
 NS – Not Satisfied