

**Philippine Normal University
Client Satisfaction Survey Report
FY 2022**

Table of Contents

	Page no.
A. Description of the Methodology of the CSS used for each Reported Services	1
1. Rationale	1
2. Respondents Criteria	1
3. Survey Sampling Coverage	1
4. Sampling Procedure	2
5. Survey Instrument/Questionnaire	3
B. Results of the Client Satisfaction Survey for FY 2022	4
C. Results of Agency Action Plan Reported in the FY 2021 PBB	5
D. Continuous Agency Improvement Plan for FY 2023	5

Philippine Normal University Client Satisfaction Survey Report for FY 2022

A. Description of the Methodology of the CSS used for each Reported Services

1. Rationale

It is the basic policy of the State to promote integrity, efficiency, effectiveness, and accountability to the public to prevent graft and corruption in the government. To this end, it is the duty of the State to uphold responsibility, honesty, accountability, and transparency among its public officials and employees.

One of the measures utilized by the State towards this end is the implementation of the Anti-Red Tape Act (ARTA). Said law aims to prevent graft and corruption through transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government. Along with this goal, the ARTA provides that there should be a Report Card Survey (RCS), which is a client feedback survey used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing. Further, it provides that there shall be a feedback mechanism established in all agencies, and the result thereof must be incorporated in the annual report.

The Philippine Normal University, as one of the state universities and colleges (SUCs) and agencies of the national government and in compliance with this Act, commits to practice accountability, efficiency, and effectiveness in all of its offices. In view of this, client survey, online or onsite, is conducted.

2. Respondents Criteria

Different stakeholders of the Philippine Normal University such as the officials, faculty, staff, students, alumni, visitors and other clients, who avail of any service from any offices or units complete the Client Satisfaction Survey (CSS) instrument either online through Google form or onsite using the hard copy of the instrument.

The CSS instrument measures indicators that are provided in the Report Card Survey of the Anti-Red Tape Act, including the following: (a) timeliness or promptness of service; (b) knowledge or competence of the staff or personnel; (c) courtesy or politeness of the staff or personnel; and (d) ethical treatment. An additional feature of the Philippine Normal University's Clientele Satisfaction Survey Instrument is the inclusion of the Overall Rating and provision for other comments and suggestions.

3. Survey Sampling Coverage

The client satisfaction report covers from January to December 2022. A monthly report is submitted to all offices/units which includes the number of respondents who accomplished the client satisfaction survey instrument and the results of the said client satisfaction survey. Table 1 shows the summary of monthly CSS reports in FY 2022

Table 1. Summary of CSS Report in FY 2022

Criteria	Jan. N=659	Feb. N=506	March N=759	April N=510	May N=448	June N=476	July N=822	August N=731	Sep. N=445	Oct. N=747	Nov. N=1161	Dec. N=416	Overall Grand Total
Politeness	3.83	3.92	3.85	3.92	3.86	3.94	4.00	3.83	3.96	3.88	3.78	3.81	3.88
Competence	3.99	3.91	3.87	3.91	3.84	3.91	3.96	3.86	3.88	3.86	3.71	3.85	3.88
Promptness	3.98	3.88	3.81	3.78	3.82	3.87	3.91	3.81	3.85	3.87	3.68	3.84	3.84
Overall	3.99	3.91	3.84	3.91	3.84	3.98	3.86	3.83	3.86	3.88	3.76	3.81	3.87
Total	3.95	3.91	3.84	3.88	3.84	3.93	3.93	3.83	3.89	3.87	3.73	3.83	3.87
<i>Adjectival Description</i>	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied

Adjectival: 4 = Highly Satisfied

3 – 3.99 = Satisfied

2 – 2.99 = Slightly Satisfied

1 – 1.99 = Not Satisfied

4. Sampling Procedure

In accordance with the mandate and pertinent provisions of Republic Act 9485, otherwise known as the "Anti-Red Tape Act (ARTA)," the Philippine Normal University implemented the Clientele 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 instrument from each office; (b) tabulate the results of each unit; and (c) distribute the results of the evaluation monthly for each office. The respective offices, in turn, shall study and analyze the results and come up with strategies to further improve their processes and services, if necessary, based on the analysis of the CSS results.

The CSS boxes are installed near the entrance doors of each office, which are also provided with locks and keys as shown in Figure 1. There are enough client satisfaction survey forms for every client who was offered services by the office's staff or personnel. Since 2020, the client satisfaction survey was also done online through the use of a Google Form.

The Client Satisfaction Survey is collected on a monthly basis in both hard copy and electronic format and the results is released in the following month. The Center for Planning and Quality Assurance sends a summary report to the office concerned with the number of forms collected, average rating, the services obtained by the customer, and comments and suggestions, if any.



Figure 1. Sample of client satisfaction survey box installed in every office/unit

5. Survey Instrument/Questionnaire

Below shows the client satisfaction survey instrument. Figure 2 shows the controlled Google form version of the instrument. This instrument is being accomplished online while Figure 3 is the hard copy of the instrument being accomplished onsite and placed in a CSS box located outside the office/unit.

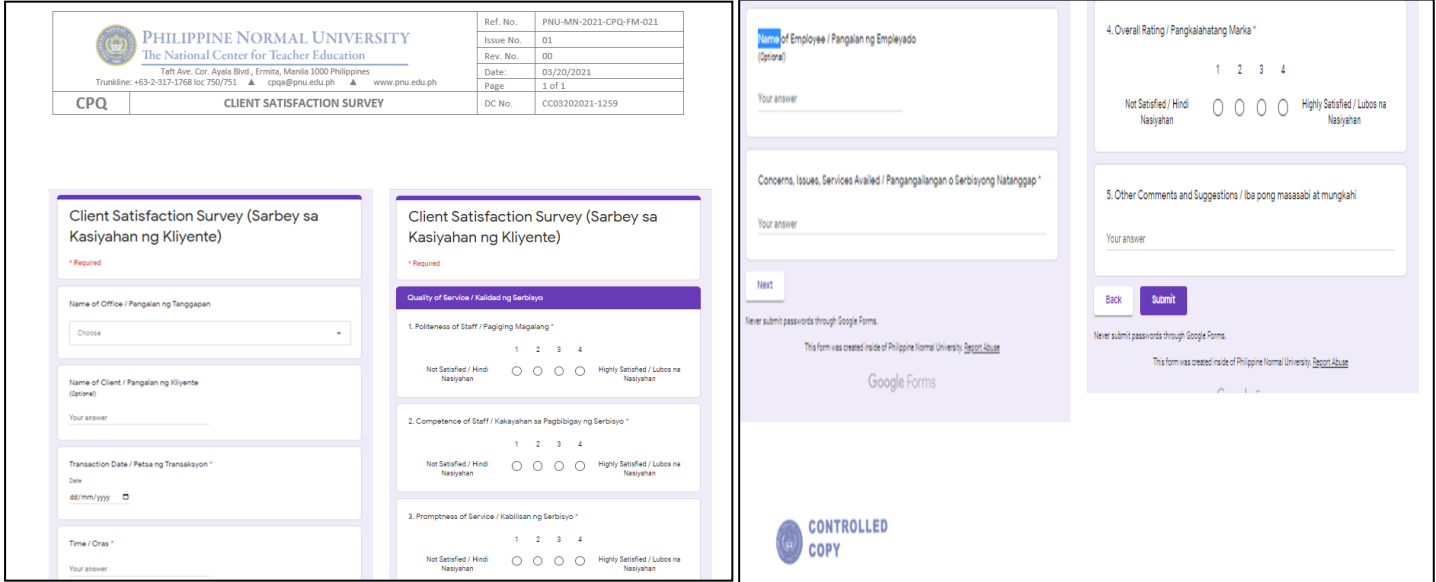


Figure 2. Google Form version of the client satisfaction survey instrument

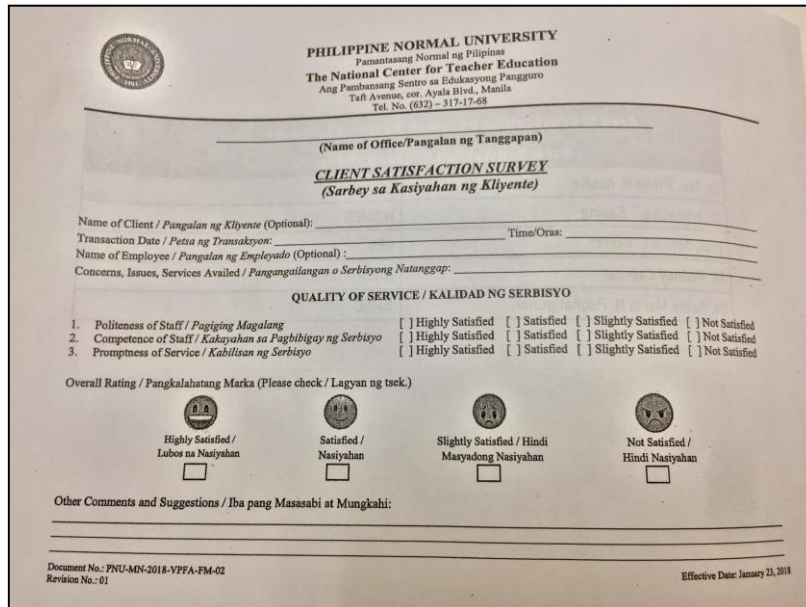


Figure 3. Hard copy of the client satisfaction survey instrument

B. Results of the Client Satisfaction Survey for FY 2022

The University has received an average of 640 accomplished client satisfaction survey instruments for FY 2022. It collected its highest number of accomplished client satisfaction survey instruments in November 2022, with a total of 1,161 accomplished client satisfaction survey instruments as shown in Table 1. Figures 4 and 5 present some samples of accomplished client satisfaction survey instrument both the hard and online versions.

Overall, the University received an average rating of 3.87 with a Satisfactory rating from the clients for FY 2022 as presented in Table 1. This further means that the clients rated **satisfied** in all the services and their transactions in the University. Moreover, more than 50% of the offices in the University were given highly satisfaction rate in the services and transactions while the rest of the offices were given a satisfaction rate.

Figure 4 shows samples of accomplished hard copy of the client satisfaction survey form.

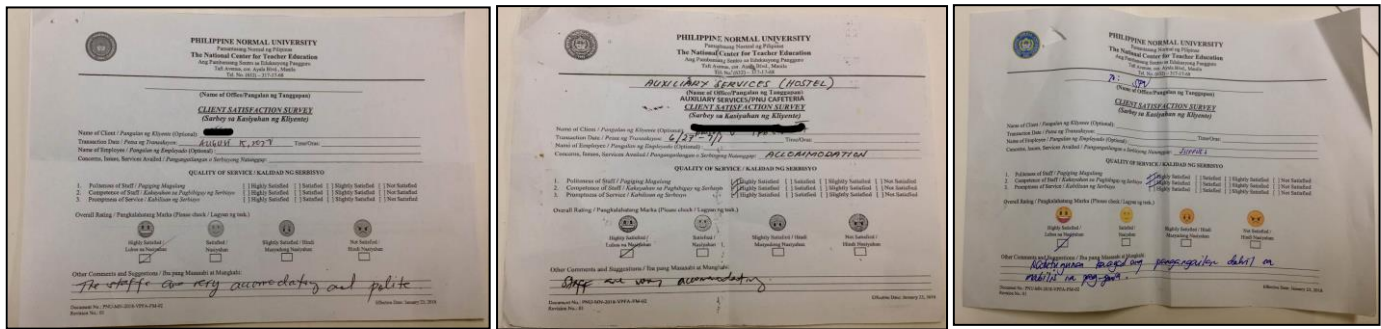


Figure 4. Samples of accomplished hard copies of the client satisfaction survey instrument

Timestamp	Name of Office/Pangalan ng Tanggapan	Name of the Client/Pangalan ng Transaksiyon	Date/Time/Oras	Name of Employee/ Pangalan ng Serbisyong Nangangap	1. Politeness	2. Competence	3. Promptness	4. Overall Rating	5. Other Comments and Suggestions/iba pang masasabi at mungkahi
12/7/2022 7:06:44	Center for Planning and Quality Assurance (CPQA)	CPQA	07/12/2022 2:56:00 pm		Data informatio	4	4	4	4
12/19/2022 0:57:46	Center for Planning and Quality Assurance (CPQA)	CPQA	19/12/2022 8:57:00 am		iso instrument	4	4	4	4

Timestamp	Name of Office/Pangalan ng Tanggapan	Name of the Client/Pangalan ng Transaksiyon	Date/Time/Oras	Name of Employee/ Pangalan ng Serbisyong Nangangap	1. Politeness	2. Competence	3. Promptness	4. Overall Rating	5. Other Comments and Suggestions/iba pang masasabi at mungkahi	
10/30/2022 2:02:39	College of Graduate Studies & Teacher Education Research (CGSTER)		24/09/2022 3:00:00 pm		Ethics Review and clearance	4	4	4	4	I really appreciated the quality service provided by the PNU REC Office. Much I learned for the improvement of my proposal. Thank you so much!
10/5/2022 1:33:51	College of Graduate Studies & Teacher Education Research (CGSTER)		05/10/2022 5:00:00 pm		SUBMISSION OF REQUIREMENTS	4	4	4	4	Thank you po for your kindness and fast service to our concern.
10/10/2022 2:12:05	College of Graduate Studies & Teacher Education Research (CGSTER)		10/10/2022 10:11:00 am		None	4	4	4	4	None
10/11/2022 7:34:31	College of Graduate Studies & Teacher Education Research (CGSTER)		11/10/2022 10:00:00 am		Assistance in Enrollment and Portal Information Update	4	4	4	4	He is very patient in extending his assistance even during weekends. Kudos to you sir!
10/13/2022 9:35:29	College of Graduate Studies & Teacher Education Research (CGSTER)		13/10/2022 3:43:00 pm		Compre Concern	4	4	4	4	salamat
10/13/2022 9:36:33	College of Graduate Studies & Teacher Education Research (CGSTER)		13/10/2022 3:43:00 pm		Compre Result	4	4	4	4	Thank you
10/17/2022 14:18:38	College of Graduate Studies & Teacher Education Research (CGSTER)		17/10/2022 9:30:00 am		Inquiry	4	4	4	4	
10/28/2022 22:21:47	College of Graduate Studies & Teacher Education Research (CGSTER)		28/10/2022 12:00:00 pm		Approval for my payment	4	4	4	4	I am satisfied with their very accommodating personality

Figure 5. Samples of the results of client satisfaction survey answered via Google Form

C. Results of Agency Action Plan Reported in the FY 2021 PBB

The University continuously practices satisfactory relationships through various customer feedback mechanisms, with offices and units that hold their specific programs online or onsite having separate evaluation forms that participants must complete.

Unique to each office, their evaluation form also serves as their Client Satisfaction Survey for continuous monitoring and assessment of the delivery of services, particularly the organizing and conducting of virtual programs. Results are reported in each program's technical report.

D. Continuous Agency Improvement Plan for FY 2023

Continual improvement in all programs, activities, and projects in the University remains a priority, as reflected in the offices and units' Office Performance Commitment Review (OPCR) form and in accordance with the University's ISO 9001:2015 Certification as well as the implementation of the newly revised Strategic Performance Management System (SPMS). The University has conducted SWOT (Strengths, Weakness, Opportunities, and Treats) analysis, which along with the Organizational Outcomes (OO) Accomplishments for FY 2022 continues to be a guide in formulating actions and strategies.

Furthermore, there are some frontline services such as enrollment and payment services and human resource transactions that need to be intensified in terms of digitalization and to be future-ready in order to maintain and sustain the quality of service.

As we continue to utilize technology due to the ongoing pandemic, the Center for Planning and Quality Assurance, with the assistance of the Management Information System Office, plans to have the Client Satisfaction Survey procedures digitized for easier access and completion by the offices and units' respective clients, especially for transactions done online.