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REPUBLIKA NG PILIPINAS  
Republic of the Philippines  
PAMANTASANG NORMAL NG PILIPINAS  
Philippine Normal University  
ANG PAMBANSANG SENTRO SA EDUKASYONG PANGGURO  
The National Center for Teacher Education  
Maynila  
Manila

31 July 2018

UNIVERSITY MEMORANDUM

No. 82  
Series of 2018

TO : The PNU Community  
SUBJECT : Uniform Clientele Satisfaction Survey

In accordance with the mandate and pertinent provisions of Republic Act 9485, otherwise known as "Anti-Red Tape Act (ARTA)", our University will implement the Clientele Satisfaction Survey (CSS) effective **August 1, 2018**.


It is expected that all of the units and offices will ensure the successful implementation of this act.

To ensure the proper execution of this act, the Center for Planning and Quality Assurance (CPQA) is tasked to (a) collect the accomplished CSS forms weekly 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, will study the results and come up with strategies to further improve their processes and services.

The implementing rules and regulations of this matter as well as our uniform Client Satisfaction Survey form is herein attached for everyone's information.

Wide dissemination of this Memorandum is expected.

Thank you.

  
MARIA ANTOINETTE C. MONTEALEGRE, D.A.  
Officer-in-Charge  
Office of the University President

Reference Code: PNU-MN-2016-OUP-GI-001 Effective Date: Nov. 9, 2016  
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Philippine Normal University  
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**OFFICE OF THE VICE-PRESIDENT FOR RESEARCH, PLANNING  
AND QUALITY ASSURANCE**  
Taft Avenue, Manila

**SURVEY FORM AND SUGGESTION BOX GUIDELINES**

<b>PROPOSED TITLE</b>	Uniformity of Clientele Satisfaction Survey
<b>RATIONALE</b>	<p>It is the basic policy of the State to promote integrity, efficiency, effectivity as well as accountability to the public to prevent graft and corruption in the government. To attain this end, it is the duty of the State to uphold responsibility, honesty and transparency among its public officials and employees.</p> <p>One of the measures utilized by the State towards this end is the implementation of 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 adoption of simplified procedures that will reduce red tape and expedite transactions in government<sup>1</sup>. Along with this goal, the ARTA provides that there should be a Report Card Survey<sup>2</sup> (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.</p> <p>The Philippine Normal University, as one of the agencies of the national government and in compliance with this Act, commits to practice accountability, efficiency, and effectivity in all and each of its offices. In view of this and the ARTA, the uniformity of survey box within its offices is hereby proposed.</p>
<b>IMPLEMENTING RULES AND REGULATIONS:</b>	<p><b>Section 1: Content</b></p> <p>The content of the survey box must reflect the measures provided in the Report Card Survey of Anti-Red Tape Act, to wit, (a) timeliness, (b) knowledge, (c) competence, (d) courtesy, and (e) fairness and ethical treatment. Hence, the figure below is the client satisfaction survey (integrated herein is the Client Satisfaction Survey form):</p> <div data-bbox="861 1568 1117 1971"> </div>

<sup>1</sup> Republic Act No. 9485 also known as "Anti-Red Tape Act". Sec. 2.

<sup>2</sup> Republic Act No. 9485 also known as "Anti-Red Tape Act". Sec. 10.



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**Section 2: Survey Box**

The survey questionnaire to be answered by the visitors must be put in the survey box which must be closed. The staff and head of unit/office must NOT open any survey questionnaires that have been answered.

**Section 3: Opening of Survey Box**

At the end of the week (every Friday), one representative from the Office of Center for Planning and Quality Assurance (CPQA), together with the staff or Head of the office, must open the Survey Box and collect all of the survey questionnaires.

Said filled survey questionnaires must be counted by the CPQA representative in the presence of the staff or head of the office. Thereafter, the survey questionnaires must be kept by the CPQA representative for obtaining the General Average of the surveys as well as its comments and suggestions.

**Section 4: Results**

The CPQA will be the one in-charge in summarizing the survey given by the visitors to the office. After obtaining the General Average and the comments, the answered survey questionnaires must be given back to the respective offices for filing. The CPQA must also provide the office of the copy of the summarized survey results. For comments and suggestions written in the Comments and Suggestions portion of the survey questionnaire, the head of the unit/office shall call the attention of the office or personnel concerned. Likewise, the head of the unit/office shall report to the CPQA the action that he/she undertook to address the matter.

**Section 5: Incentive**

Every December, the HRMDS must consolidate all of the survey results in a year and ascertain which among all of the offices in the PNU performed well based on their General Average. (A token might be given to the Outstanding Office.)

*Signature*





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(Name of Office/Pangalan ng Tanggapan)


**CLIENT SATISFACTION SURVEY**  
(Sarbey sa Kasiyahan ng Kliyente)

Name of Client / Pangalan ng Kliyente (Optional): \_\_\_\_\_  
Transaction Date / Petsa ng Transaksyon: \_\_\_\_\_ Time/Oras: \_\_\_\_\_  
Name of Employee / Pangalan ng Empleyado (Optional): \_\_\_\_\_  
Concerns, Issues, Services Availed / Pangangailangan o Serbisyonang Natanggap: \_\_\_\_\_


**QUALITY OF SERVICE / KALIDAD NG SERBISYO**


- |  |   |                                    |   |  |
|--|---|------------------------------------|---|--|
| 1. Politeness of Staff / Pagiging Magalang                   | <input type="checkbox"/> Highly Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Slightly Satisfied | <input type="checkbox"/> Not Satisfied |
| 2. Competence of Staff / Kakayuhan sa Pagbibigay ng Serbisyo | <input type="checkbox"/> Highly Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Slightly Satisfied | <input type="checkbox"/> Not Satisfied |
| 3. Promptness of Service / Kabilisan ng Serbisyo             | <input type="checkbox"/> Highly Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Slightly Satisfied | <input type="checkbox"/> Not Satisfied |

Overall Rating / Pangkalahatang Marka (Please check / Lagyan ng tsek.)

  
Highly Satisfied /  
Lubos na Nasiyahan  
☐

  
Satisfied /  
Nasiyahan  
☐

  
Slightly Satisfied / Hindi  
Masyadong Nasiyahan  
☐

  
Not Satisfied /  
Hindi Nasiyahan  
☐

Other Comments and Suggestions / Iba pang Masasabi at Mungkahi:

