

Philippine Normal University Client Satisfaction Survey Report FY 2023

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**Philippine Normal University
Client Satisfaction Survey Report for FY 2023**

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 2023. 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 2023

Criteria	Jan. N= 1,197	Feb. N=836	March N=927	April N=766	May N=746	June N=557	July N=1,277	August N=693	Sep. N=865	Oct. N=842	Nov. N=483	Dec. N=387	Overall Grand Total N=9,476
Politeness	3.75	3.86	3.87	3.93	3.94	3.88	3.88	3.97	3.95	3.92	3.93	3.79	3.89
Competence	3.75	3.86	3.86	3.91	3.92	3.88	3.85	3.98	3.93	3.92	3.92	3.77	3.88
Promptness	3.73	3.84	3.86	3.87	3.94	3.85	3.85	3.95	3.92	3.89	3.88	3.76	3.87
Overall	3.75	3.85	3.87	3.88	3.94	3.88	3.86	3.96	3.93	3.91	3.90	3.79	3.88
Total	3.75	3.85	3.86	3.90	3.93	3.87	3.86	3.97	3.93	3.91	3.91	3.78	3.88
Adjectival Description	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.

 PHILIPPINE NORMAL UNIVERSITY The National Center for Teacher Education 3rd Ave., Cor. Anas Rd., Ermita, Manila 1000, Philippines Telephone: +63-2-554-5500 ext. 7507/1 • email: info@pnu.edu.ph • www.pnu.edu.ph		Ref. No. PNU-AMS-2023-CPQ-PW-001 Control No. 001 Date Rec. 08/08/2023 Status 001/001/0001 Page 1 of 1 Doc No. 0000000000-4758
CPQ CLIENT SATISFACTION SURVEY		

Client Satisfaction Survey (Sarbey sa Kasiyahan ng Kiyente)

Required

Name of Office / Pangalan ng Tanggapan

Name of Client / Pangalan ng Kiyente (Client)

Transmission Date / Petsa ng Transmisyon

Transmitter

Client Satisfaction Survey (Sarbey sa Kasiyahan ng Kiyente)

Required

Quality of Service / Kalidad ng Serbisyo

1. Attitude of Staff / Pangangailangan

1 2 3 4

Not Satisfied / Hindi Mapasipala

Highly Satisfied / Lubos na Mapasipala

2. Competence of Staff / Karamdaman sa Pagtataguyod ng Serbisyo

1 2 3 4

Not Satisfied / Hindi Mapasipala

Highly Satisfied / Lubos na Mapasipala

3. Promptness of Service / Pangangailangan ng Serbisyo

1 2 3 4

Not Satisfied / Hindi Mapasipala

Highly Satisfied / Lubos na Mapasipala

4. Overall Rating / Pangkatatagong Marka

1 2 3 4

Not Satisfied / Hindi Mapasipala

Highly Satisfied / Lubos na Mapasipala

5. Other Comments and Suggestions / Iba pang magsabi at mungkahin

Help submit your data through Google Forms.

This form was created inside of Philippine Normal University. [Open Survey](#)

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

PHILIPPINE NORMAL UNIVERSITY
The National Center for Teacher Education

CPG CLIENT SATISFACTION SURVEY

Client Satisfaction Survey
(Surbey sa Kasiyahan ng Klienta)

Name of Office/Pangalan ng Tanggapan: _____
 Name of Client/Pangalan ng Klienta (optional): _____
 Transaction Date/Pala ng Transaksyon: _____
 Time/Oras: _____
 Name of Employee/Pangalan ng Empleyado (optional): _____
 Comments, Issues, Services Availed/ Pangangailangan o Serbisyong Nilagayan: _____

Client Satisfaction Survey (Surbey sa Kasiyahan ng Klienta)

	1 (Not Satisfied at all)	2	3	4	5 (Very Satisfied)
1. Politeness of Staff/Pagiging Magalang					
2. Competence of Staff/Kasiyahan sa Pagbibigay ng Serbisyo					
3. Promptness of Service/Kabilangan ng Serbisyo					
4. Overall Rating/Pangkalahatang Marka					

5. Other Comments and Suggestions (Ika pang maramala at mungkahi): _____

CONTROLLED COPY

Figure 3. Hard copy of the client satisfaction survey instrument

6. Results of the Client Satisfaction Survey for FY 2023

The University has received an average of 9,476 accomplished client satisfaction survey instruments for FY 2023. It collected its highest number of accomplished client satisfaction survey instruments in July 2023, with a total of 1,277 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 3.88 with a Satisfactory rating from the clients for FY 2023 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

PHILIPPINE NORMAL UNIVERSITY
The National Center for Teacher Education

CPG CLIENT SATISFACTION SURVEY

Client Satisfaction Survey
(Surbey sa Kasiyahan ng Klienta)

Name of Office/Pangalan ng Tanggapan: _____
 Name of Client/Pangalan ng Klienta (optional): _____
 Transaction Date/Pala ng Transaksyon: _____
 Time/Oras: _____
 Name of Employee/Pangalan ng Empleyado (optional): _____
 Comments, Issues, Services Availed/ Pangangailangan o Serbisyong Nilagayan: _____

Client Satisfaction Survey (Surbey sa Kasiyahan ng Klienta)

	1 (Not Satisfied at all)	2	3	4	5 (Very Satisfied)
1. Politeness of Staff/Pagiging Magalang					
2. Competence of Staff/Kasiyahan sa Pagbibigay ng Serbisyo					
3. Promptness of Service/Kabilangan ng Serbisyo					
4. Overall Rating/Pangkalahatang Marka					

5. Other Comments and Suggestions (Ika pang maramala at mungkahi): _____

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PHILIPPINE NORMAL UNIVERSITY
The National Center for Teacher Education

CPG CLIENT SATISFACTION SURVEY

Client Satisfaction Survey
(Surbey sa Kasiyahan ng Klienta)

Name of Office/Pangalan ng Tanggapan: _____
 Name of Client/Pangalan ng Klienta (optional): _____
 Transaction Date/Pala ng Transaksyon: _____
 Time/Oras: _____
 Name of Employee/Pangalan ng Empleyado (optional): _____
 Comments, Issues, Services Availed/ Pangangailangan o Serbisyong Nilagayan: _____

Client Satisfaction Survey (Surbey sa Kasiyahan ng Klienta)

	1 (Not Satisfied at all)	2	3	4	5 (Very Satisfied)
1. Politeness of Staff/Pagiging Magalang					
2. Competence of Staff/Kasiyahan sa Pagbibigay ng Serbisyo					
3. Promptness of Service/Kabilangan ng Serbisyo					
4. Overall Rating/Pangkalahatang Marka					

5. Other Comments and Suggestions (Ika pang maramala at mungkahi): _____

CONTROLLED COPY

PHILIPPINE NORMAL UNIVERSITY
The National Center for Teacher Education

CPG CLIENT SATISFACTION SURVEY

Client Satisfaction Survey
(Surbey sa Kasiyahan ng Klienta)

Name of Office/Pangalan ng Tanggapan: _____
 Name of Client/Pangalan ng Klienta (optional): _____
 Transaction Date/Pala ng Transaksyon: _____
 Time/Oras: _____
 Name of Employee/Pangalan ng Empleyado (optional): _____
 Comments, Issues, Services Availed/ Pangangailangan o Serbisyong Nilagayan: _____

Client Satisfaction Survey (Surbey sa Kasiyahan ng Klienta)

	1 (Not Satisfied at all)	2	3	4	5 (Very Satisfied)
1. Politeness of Staff/Pagiging Magalang					
2. Competence of Staff/Kasiyahan sa Pagbibigay ng Serbisyo					
3. Promptness of Service/Kabilangan ng Serbisyo					
4. Overall Rating/Pangkalahatang Marka					

5. Other Comments and Suggestions (Ika pang maramala at mungkahi): _____

CONTROLLED COPY

(All documents without the PNU QM Stamp or Control Identifier are uncontrolled)

Question	Date	Time	User	1	2	3	4	5
19/4/2023 9:52:48 College of Graduate Studies & Teacher Education	19/4/2023	9:52:48	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					
19/4/2023 9:58:36 College of Graduate Studies & Teacher Education	19/4/2023	9:58:36	[Redacted]					

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

7. Results of Agency Action Plan reported in the FY 2022 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 2024

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 2023 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.

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