

DAVAO DE ORO STATE COLLEGE
QUALITY ASSURANCE UNIT



CLIENT SATISFACTION MEASUREMENT REPORT

CALENDAR YEAR 2024



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Davao de Oro State College



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Davao de Oro State College (DDOSC)

Client Satisfaction Measurement Report

Calendar Year 2024 (Consolidated)

ABSTRACT

This Client Satisfaction Measurement (CSM) report, submitted to the Anti-Red Tape Authority (ARTA) on April 25, 2025, presents the consolidated results of Davao de Oro State College's service performance for Calendar Year (CY) 2024.

Throughout CY 2024, the College utilized the Harmonized CSM survey tool mandated by ARTA, employing two distinct consolidation and tabulation systems for the periods January–March and April–December 2024. Although the College adopted the harmonized survey instrument as early as CY 2023, a dedicated CSM database was formally established in April 2024 as part of its Continuous Improvement Plan. The data presented in this report were processed using the second set of tools, specifically designed to ensure full compliance with ARTA Memorandum Circular No. 2022-05, as amended by Memorandum Circular No. 2023-05.

While the primary focus of this report is the results for frontline services during the April–December 2024 period, the corresponding feedback for non-frontline services is included in the attached matrix, presented in Annex D for reference. Client feedback collected from January to March 2024, covering both frontline and non-frontline services, is not detailed in the main narrative but is similarly accessible through the same matrix.

This report not only fulfills the submission requirements of the ARTA but also supports the College's ongoing quality assurance and performance monitoring initiatives. By consolidating client feedback using standardized tools and aligning with national guidelines, it provides evidence-based insights to inform continuous improvements in service delivery across both frontline and non-frontline functions. Ultimately, the report reflects Davao de Oro State College's sustained commitment to institutional excellence and to delivering responsive, efficient, and client-centered public services, in line with the Ease of Doing Business Act, ISO 9001:2015 standards, and national good governance objectives.

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1. OVERVIEW

1.1 Brief History of the Organization

Davao de Oro State College (DDOSC), formerly known as Compostela Valley State College (CVSC), was established in 2001 when a bill was filed to create the institution and was later approved on June 4, 2013, through Republic Act No. 10598. The College officially began operations in the 2014-2015 academic year, with its first president elected in 2016. Following the renaming of Compostela Valley to Davao de Oro in 2019, the College was officially renamed through Republic Act No. 11575 in 2021. Its main campus is located in the Municipality of Compostela, with branches in Maragusan, Montevista, and New Bataan. The College currently offers five (5) degree programs: Bachelor of Secondary Education, Bachelor of Elementary Education, Bachelor of Science in Agriculture, Bachelor of Science in Entrepreneurship, and Bachelor of Science in Criminology.

1.2 Adoption of the Harmonized Client Satisfaction Measurement

DDOSC is dedicated to maintaining high standards of quality and excellence in instruction, research, extension, production, and student support services, ensuring that these functions meet the needs of both internal and external stakeholders. The College emphasizes good governance and compliance with relevant regulations while continuously striving to improve service delivery.

In line with the Ease of Doing Business and Anti-Red Tape Acts, the College has implemented the harmonized Client Satisfaction Measurement (CSM) tool. The survey, part of the College's commitment to process improvement and in compliance with the ISO 9001:2015 Quality Management System, specifically Clause 9.1.2: Customer Satisfaction, gathers feedback from clients who have interacted with the College's various frontline offices. This feedback mechanism allows the College to assess client satisfaction and identify areas for improvement, ultimately improving the overall public service experience. The results are used to ensure that the College's services are continually refined and aligned with client expectations.

The CSM survey tool also includes questions designed to gather information on: 1) the type of client; 2) client's demographic details, such as age, gender, and region of residence; 3) the specific frontline service(s) availed from the office; 4) the level of awareness, visibility, and helpfulness of the Citizen's Charter (CC); and 5) service quality dimensions (SQDs). The consolidated results and their interpretations regarding the CC, including the survey response rate and the overall SQD score, are presented below:

Indicators	Score
Citizen's Charter Awareness	84.66%
Citizen's Charter Visibility	86.77%
Citizen's Charter Helpfulness	89.98%
Response Rate	58.53%
SQD Overall Score (SQD 1-8)	98.53%

Figure 1. Overview of Consolidated Results



2. SCOPE

2.1 Adoption of the Harmonized Client Satisfaction Measurement

DDOSC conducted the client satisfaction survey throughout Calendar Year (CY) 2024, using Harmonized CSM survey tool across the entire year. There were two (2) different consolidation and tabulation tools employed for two (2) distinct periods: January to March 2024 and April to December 2024. Although the DDOSC has already employed the Harmonized Client Satisfaction Survey Instrument since CY 2023, the College had its CSM database established starting April 2024 as a result of the implementation of its Continuous Improvement Plan for CY 2024. This CSM Report highlights the results from April to December CY 2024, during which the second set of consolidation and tabulation tools was utilized, ensuring alignment with the ARTA guidelines for harmonized client satisfaction measurement.

Furthermore, the survey tool that the College used in 2024 is in compliance with ARTA Memorandum Circular No. 2022-05 (Section 4.4: *Content of the CSM Questionnaire*) as amended through ARTA Memorandum Circular No. 2023-05. This instrument was administered both on-site and online, depending on how clients accessed services from the College's offices. Clients who availed themselves of on-site services were typically provided with printed feedback forms, while those accessing services online completed the survey digitally.

2.2 Service Breakdown and Response Rate

Based on the consolidated data from all campuses, a total of **18,666 responses** were gathered from respondents of the CSM survey, and an aggregate of **31,892 transactions** were recorded, resulting in a **response rate of 58.53%** for CY 2024. Below are the services surveyed by the College, along with their corresponding number of responses, total transactions, minimum required responses, and response rate per service:

External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
ADMISSION AND STUDENT RECORDS UNIT				
Enrollment Procedure for Freshmen and Transferees	1744	2141	326	81.46%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	3066	4018	351	76.31%
Enrollment Procedure for Shifters	155	155	111	100.00%
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	76	76	64	100.00%
Issuance of Academic Credentials	2298	3756	349	61.18%
APPRAISAL AND TESTING SECTION				
College Admission Screening Process	860	3665	348	23.47%
CASHIERING UNIT				
Collection of School Fees	166	175	120	94.86%
Collection of Other Fees	904	905	270	99.89%
Issuance of Statement of Accounts	41	41	37	100.00%
FINANCE SERVICES (<i>Applicable to the Main Campus only</i>)				
Payment of Prizes	46	51	45	90.20%



Payment of Commercial Claims	199	401	196	49.63%
Payment of Honoraria	90	117	90	76.92%
HEALTH SERVICES UNIT				
Medical Profiling and Physical Examination for Enrollment	743	1068	283	69.57%
PROCUREMENT UNIT <i>(Applicable to the Main Campus only)</i>				
Issuance of Bidding Documents	28	29	27	96.55%
Issuance & Receipt of Request for Quotation Forms	305	332	178	91.87%
STUDENT AFFAIRS AND SERVICES DIVISION				
Issuance of Student Travel Permit for Curricular Off-Campus Activities	9	9	9	100.00%
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	60	60	52	100.00%
Issuance of Excuse Slip for Class Absences	3	3	3	100.00%
SUPPLY AND PROPERTY MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>				
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	89	107	84	83.18%
GUIDANCE AND COUNSELING SECTION				
Walk-In Individual/Group Counseling	12	12	12	100.00%
Individual/Group Counseling through Referral	37	38	35	97.37%
External Service Total	10931	17159	2988	63.70%
Internal Services	Total Responses	Total Transactions	Minimum Required	Response Rate
CASHIERING UNIT <i>(Applicable to the Main Campus only)</i>				
Collection of Unexpended Funds	35	36	33	97.22%
FINANCE SERVICES <i>(Applicable to the Main Campus only)</i>				
Issuance of Certification	19	19	18	100.00%
Payment of Cash Advance for Travelling Expenses	45	50	44	90.00%
Payment of Salaries and Wages	194	242	149	80.17%
Payment of Reimbursement for Travelling Expenses	198	247	151	80.16%
HUMAN RESOURCE MANAGEMENT UNIT <i>Applicable to the Main Campus only:</i>				
Application for Travel Order	316	452	208	69.91%
Application of Leave Absence	377	601	235	62.73%
Issuance for Authority to Travel Abroad	5	5	5	100.00%
Issuance for Certificate of Compensatory Overtime Credit	100	120	92	83.33%
Issuance of Pay Slip	421	1243	294	33.87%
Issuance of Endorsement Letter to Landbank	25	25	24	100.00%
<i>Applicable to the Branches only:</i>				
Issuance of List and Employee's Profile	5	5	5	100.00%
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	54	60	52	90.00%



Request for Travel Order (within the Region and not exceeding 3 days)	597	728	252	82.01%
Request for Travel Order (outside the Region, and/or exceeding 3 days)	5	5	5	100.00%
Payment of Salaries and Wages	193	233	145	82.83%
PROCUREMENT UNIT <i>(Applicable to the Main Campus only)</i>				
Preparation and Submission of Annual Procurement Plan	196	216	138	90.74%
Alternative Mode of Procurement	60	70	59	85.71%
SUPPLY AND PROPERTY MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>				
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	80	95	76	84.21%
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	46	50	44	92.00%
Processing of Request for Physical Inventory of Property Accountabilities	6	6	6	100.00%
Internal Service Total	2977	4508	2034	66.04%
Internal/External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
CASHIERING UNIT <i>(Applicable to the Main Campus only)</i>				
Releasing of Check	221	278	162	79.50%
HEALTH SERVICES UNIT				
Processing of Insurance Claims	17	17	16	100.00%
Dental Services	334	378	191	88.36%
Issuance of Medical Certificate for Employees and Students	666	748	254	89.04%
Medical Consultation and Treatment	1140	1629	311	69.98%
HUMAN RESOURCE MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>				
Issuance for Certificate of Employment and Service Record	85	105	83	80.95%
LIBRARY AND LEARNING RESOURCE CENTER UNIT				
Application for Library Card	148	155	111	95.48%
Application for Borrower's Card	59	67	57	88.06%
Open Database Electronic Access Services	211	463	210	45.57%
Reading and Circulation Services (Inside Reading, and Borrowing)	1800	6303	362	28.56%
Returning of Borrowed Library Resources	47	50	44	94.00%
Application for the Utilization of Audio-Visual Room	30	32	30	93.75%
Internal/External Service Total	4758	10225	1830	46.53%
OVERALL TOTAL	18666	31892	6853	58.53%

Figure 2. Service Breakdown and Response Rate

The response rate in CY 2024 significantly improved to 58.53%, compared to 29.95% in CY 2023—an increase of nearly 50%. This notable improvement may be attributed to the College's enhanced efforts in promoting the Client Satisfaction Measurement (CSM) tool, despite the survey being optional. These efforts included strengthened information dissemination through various channels such as student orientations and written advisories.



Meanwhile, the services that had no recorded transactions in CY 2024 are as follows:

External Services
STUDENT AFFAIRS AND SERVICES DIVISION
1. Issuance of Certification
2. Issuance of Uniform Pass Slip

Figure 3. Services with No Transactions in CY 2024

The issuance of certification by the SAS Division has been observed to be seasonal in nature and not part of the regular or core functions of the office. Typically, requests for certifications only arise during specific periods, such as the application for non-academic awards, where these documents serve as Means of Verification (MOVs). Thus, it resulted in zero transactions in CY 2024. Meanwhile, the process of issuing excuse slips has been evaluated and deemed more aligned with academic functions, specifically pertaining to student attendance in classes. As such, the responsibility has been delegated to faculty members who are in the best position to verify and decide on the validity of student absences. This shift ensures that the handling of class-related concerns remains under the jurisdiction of the academic department, eliminating the need for the SAS Division to document or process excuse slips as part of its routine operations. Thus, it also resulted in zero transactions in CY 2024.

Given the infrequency and limited scope, documenting these two (2) processes as part of frontline process in Citizens Charter is not applicable and unnecessary anymore. As a result of evaluation, these two (2) have been removed in the new revision of Citizens Charter Manual in CY 2025.

3. METHODOLOGY

3.1 Utilization of Google Forms for Survey Feedback Collection

In addition to adopting ARTA's CSM survey tool, DDOSC utilized Google Forms—a free, web-based application from Google that enables users to create and distribute online forms and surveys. This approach allowed DDOSC to efficiently collect, organize, and consolidate feedback from all its campuses. Clients could easily access the survey via a direct link: <https://tinyurl.com/CFFddoscmain>, or by scanning a Quick Response (QR) code.

The initial implementation of this innovation resulted in an increase in the total number of responses received compared to the previous year.



Figure 4. QR Code for the DDOSC's CSM Online Survey

3.2 Survey Approach

This study utilized a descriptive-quantitative approach, which is well-suited to the objective of assessing the satisfaction levels of both internal and external clients who received services from the institution. To gather feedback, the survey employed a 5-point Likert Scale, allowing respondents to express their opinions on a spectrum from positive to negative, with the following options: "Strongly Agree," "Agree," "Neither Agree nor Disagree," "Disagree," and "Strongly Disagree." Additionally, for questions that were not applicable to certain respondents, an "N/A" (Not Applicable) option was provided, as illustrated below:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree
N/A	Not Applicable

Figure 5. 5-Point Likert Scale Used in the CSM Survey



3.3 Customer Breakdown and Data Privacy Compliance

This CSM Report presents a comprehensive overview of the citizens, businesses, and government entities served by the institution during CY 2024. The classification of clients is detailed below:

3.3.1 Citizen

This category comprises students, faculty, and staff of DDOSC.

3.3.2 Business

This category includes various business entities and private establishments that have engaged with DDOSC.

3.3.3 Government

This category covers current employees from a range of government agencies and offices who have availed themselves of DDOSC's services.

Meanwhile, in the process of collecting data, DDOSC underscores its unwavering commitment to fully comply with Republic Act No. 10173, also known as the Data Privacy Act of 2012, along with its Implementing Rules and Regulations. This legal framework ensures that clients' consent is sought and obtained prior to the collection of their personal information and/or sensitive personal data.

DDOSC takes every precaution to safeguard clients' privacy and uphold their rights by implementing strict data protection measures. In terms of the data collected, the Human Resource Management Unit (HRMU)/Anti-Red Tape Unit (ARTU) personnel assigned at each campus are responsible for data consolidation, while the CSM officer-in-charge of the Quality Assurance Unit (QAU) oversees the tabulation process. This division of responsibilities, combined with restricted access to the data, further ensures data security. By adhering to these guidelines, DDOSC strives to foster trust and transparency while maintaining the highest standards of data protection.

3.4 Service Quality Dimensions and Interpretation of Results

This CSM survey aimed to capture the overall client experience, expectations, and satisfaction with the public services delivered, following ARTA's CSM template, which includes the eight (8) Service Quality Dimensions (SQDs):

3.4.1 Responsiveness - The willingness to help, assist, and provide prompt service to citizens/clients.

3.4.2 Reliability (Quality) - The provision of what is needed and what was promised, in accordance with policies and standards, with zero to minimal error rates.



- 3.4.3 Access & Facilities** - The convenience of the location, availability of amenities for comfortable transactions, and the use of clear signage and appropriate technology.
- 3.4.4 Communication** - Keeping citizens and clients informed in a language they can easily understand, as well as actively listening to their feedback.
- 3.4.5 Costs** - Satisfaction with timeliness of the billing, billing processes, preferred methods of payment, reasonable payment periods, value for money, acceptable cost ranges, and qualitative information on the cost of each service.
- 3.4.6 Integrity** - Ensuring honesty, justice, fairness, and trust in every service interaction with citizens/clients.
- 3.4.7 Assurance** - The capability of frontline staff to perform their duties effectively, including product and service knowledge, understanding of client needs, helpfulness, and fostering good work relationships.
- 3.4.8 Outcome** - The extent to which government services achieve their intended outcomes or benefits.

The overall score for the eight (8) SQDs was calculated using the following formula:

$$\text{Overall Score} = \frac{\text{Number of "Strongly Agree" answers} + \text{Number of "Agree" answers}}{\text{Total Number of Respondents} - \text{Number of "N/A" answers}}$$

Figure 6. Service Quality Dimensions (SQDs) Formula

The interpretation of the results is as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

Figure 7. Interpretation of the Results



4. DATA AND INTERPRETATION

4.1 Demographic Profile

4.1.1 Age

For CY 2024, a total of 18,666 respondents participated in the Client Satisfaction Survey at DDOSC, covering services categorized as external, internal, and internal/external.

The largest group was aged 18–30 years, with 16,216 respondents (86.85%), primarily availing of external services, which reflects the College's student population.

The Below 18 group had 501 respondents (2.68%), most of whom accessed external services.

The 31–50 age group accounted for 1,730 respondents (9.27%), with the majority availing of internal services, likely including faculty and staff.

The 51–60 age group had 125 respondents (0.67%), with 69 accessing external services, 50 using internal services, and 6 utilizing internal/external services. This indicates some engagement from mid-career professionals but relatively lower participation overall.

The 61 and above group had just 1 respondent (0.01%), who accessed internal/external services, highlighting minimal engagement from older individuals.

This demographic breakdown suggests that DDOSC's services are predominantly utilized by younger age groups, with limited participation from older clients.

D1. Age	External	Internal	Internal/External	Total
1. Below 18	422	4	75	501
2. 18-30	9683	1961	4572	16216
3. 31-50	633	941	156	1730
4. 51-60	69	50	6	125
5. 61 and above	0	0	1	1
6. Did not specify	53	23	17	93
TOTAL	10860	2979	4827	18666

Figure 8. Distribution of Responses by Age

4.1.2 Gender

The majority of respondents were female, totaling 10,921 (58.6%), with most availing of external services (6,367), followed by internal/external services (2,943) and internal services (1,607).

Male respondents numbered 6,804 (36.4%), primarily accessing external services (4,094), followed by internal/external services (1,527) and internal services (1,178).



LGBTQ+ respondents accounted for 345 (1.8%), with most accessing external services (154), followed by internal services (126) and internal/external services (74).

There were 285 respondents (1.5%) who preferred not to say, and 311 (1.7%) did not specify their gender.

This gender distribution indicates greater engagement from female respondents, particularly in external services, while also reflecting a diverse clientele, including a small but notable number of LGBTQ+ individuals.

D1. Gender	External	Internal	Internal/External	Total
1. Male	4094	1178	1527	6804
2. Female	6367	1607	2943	10921
3. LGBTQ+	154	126	74	345
4. Prefer not to say	31	30	224	285
5. Did not specify	214	38	59	311
TOTAL	10860	2979	4827	18666

Figure 9. Distribution of Responses by Gender

4.1.3 Region of Residence

The vast majority of respondents, 18,666 (100%), are from Region XI, the region where DDOSC is located. Of these, 10,860 accessed external services, 2,979 accessed internal services, and 4,827 utilized internal/external services.

There were no respondents from other regions, nor were there any who did not specify their region of residence.

This data reflects that all respondents are local to Region XI, emphasizing the College's strong engagement with its regional community.

D3. Region	External	Internal	Internal/External	Total
1. Region XI	10860	2979	4827	18666
2. Other Regions	0	0	0	0
3. Did not specify	0	0	0	0
TOTAL	10860	2979	4827	18666

Figure 10. Distribution of Responses by Region of Residence

4.1.4 Customer Type

The majority of respondents were citizens, accounting for 18,226 (97.6%), with the highest engagement in external services (10,569), followed by internal/external services (4,746) and internal services (2,911).

Business respondents totaled 314 (1.7%), with 259 availing of external services, 38 using internal/external services, and 17 using internal services.



Government respondents numbered 125 (0.7%), with 51 using internal services, 43 using internal/external services, and 31 accessing external services.

Meanwhile, there was 1 respondent (0.01%) who did not specify his/her customer type.

This distribution indicates that most respondents identified as citizens, which includes students, faculty, and staff of DDOSC.

D4. Customer Type	External	Internal	Internal/External	Total
1. Citizen	10569	2911	4746	18226
2. Business	259	17	38	314
3. Government	31	51	43	125
4. Did not specify	1	0	0	1
TOTAL	10860	2979	4827	18666

Figure 11. Distribution of Responses by Customer Type

4.2 Citizen's Charter (CC) and Service Quality Dimension (SQD) Results

4.2.1 CC Results

The results of the CC survey for CY 2024 show a high level of awareness and positive perception among clients of DDOSC.

For **awareness** (CC1), 84.66% (15,802) of respondents reported that they know what a Citizen's Charter is and have seen the college's CC. Only 4.70% knew about the CC but had not seen it, while 7.20% learned about it only upon seeing it at the office.

Regarding **visibility** (CC2), 86.77% (16,197) of respondents said the CC was easy to see, and only a small fraction (2.38%) found it difficult to see or not visible at all.

In terms of **usefulness** (CC3), 89.98% (16,795) of respondents said the CC helped very much with their transaction, while only 0.92% reported that it did not help.

These results suggest that the Citizen's Charter of DDOSC is not only widely recognized but also effectively supports clients in their transactions, contributing to transparency and client satisfaction.

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	15802	84.66%
2. I know what a CC is but I did not see this office's CC.	877	4.70%
3. I learned of the CC only when I saw this office's CC.	1344	7.20%
4. N/A	643	3.44%
TOTAL	18666	



<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
1. Easy to see	16197	86.77%
2. Somewhat easy to see	1690	9.05%
3. Difficult to see	275	1.47%
4. Not visible at all	170	0.91%
5. N/A	334	1.79%
TOTAL	18666	
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
1. Helped very much	16795	89.98%
2. Somewhat helped	1364	7.31%
3. Did not help	171	0.92%
4. N/A	336	1.80%
TOTAL	18666	

Figure 12. Citizen's Charter Questions Results

4.2.2 SQD Results

The SQD results for CY 2024 show an overwhelmingly positive client experience at DDOSC.

For Overall Satisfaction (SQD 0), 99.49% of respondents either strongly agreed or agreed that they were satisfied with the services they received, reflecting an Outstanding rating.

Across the eight specific service quality dimensions (SQD 1–8), the overall satisfaction rating was 98.53%, also interpreted as Outstanding. The highest scores were seen in:

- Reliability (99.33%)
- Assurance (99.26%)
- Integrity (98.77%)

These results affirm that DDOSC delivers consistently high-quality, reliable, and client-centered services, with strong marks across all dimensions of public service delivery.

Service Quality Dimensions (SQD 0)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Overall Satisfaction	14486 78.32%	3908 21.13%	83 0.45%	7 0.04%	5 0.03%	7 0.04%	18496 100.00%	99.49%

Figure 13. SQD 0 Results



Service Quality Dimensions (SQD 1-8)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	13252	4803	304	64	20	53	18496	97.90%
	71.65%	25.97%	1.64%	0.35%	0.11%	0.29%	100.00%	
Reliability	14228	4130	109	11	4	14	18496	99.33%
	76.92%	22.33%	0.59%	0.06%	0.02%	0.08%	100.00%	
Access and Facilities	13370	4543	285	37	11	250	18496	98.17%
	72.29%	24.56%	1.54%	0.20%	0.06%	1.35%	100.00%	
Communication	13620	4512	275	24	5	60	18496	98.35%
	73.64%	24.39%	1.49%	0.13%	0.03%	0.32%	100.00%	
Costs	3438	1621	170	27	21	13219	18496	95.87%
	18.59%	8.76%	0.92%	0.15%	0.11%	71.47%	100.00%	
Integrity	14262	3970	191	28	8	37	18496	98.77%
	77.11%	21.46%	1.03%	0.15%	0.04%	0.20%	100.00%	
Assurance	14503	3843	119	10	8	13	18496	99.26%
	78.41%	20.78%	0.64%	0.05%	0.04%	0.07%	100.00%	
Outcome	13998	4197	212	12	13	64	18496	98.71%
	75.68%	22.69%	1.15%	0.06%	0.07%	0.35%	100.00%	
OVERALL	100671	31619	1665	213	90	13710	147968	98.53%
	68.04%	21.37%	1.13%	0.14%	0.06%	9.27%	100.00%	

Figure 14. SQD 1-8 Results

Summary and Interpretation of SQD Results:

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.49%	Outstanding
SQD 1 Responsiveness	97.90%	Outstanding
SQD 2 Reliability	99.33%	Outstanding
SQD 3 Access and Facilities	98.17%	Outstanding
SQD 4 Communication	98.35%	Outstanding
SQD 5 Costs	95.87%	Outstanding
SQD 6 Integrity	98.77%	Outstanding
SQD 7 Assurance	99.26%	Outstanding
SQD 8 Outcome	98.71%	Outstanding
Overall SQD 1-8 Results	98.53%	Outstanding

Figure 15. Summary and Interpretation of SQD Results



4.3 Overall Rating per Service and Interpretation of Results

The CSM for CY 2024 at DDOSC showed consistently Outstanding performance across all service categories, with an overall average rating of 99.35%.

For external services, the College earned an average of 99.09%, with particularly high ratings in Finance Services, Procurement Unit, Student Affairs and Services Division, and Supply and Property Management Unit—many of which reached a perfect 100%.

Internal services performed even better, with an average rating of 99.73%. Services which received 100% satisfaction scores are under the Human Resource Management Unit, Finance, Procurement Unit, and Supply and Property Management, demonstrating exceptional efficiency and client trust.

Meanwhile, internal/external services earned an average of 99.23%. High-performing services included *Processing of Insurance Claims*, *Application for Borrower's Card*, *Returning of Borrowed Library Resources*, and *Application for the Utilization of Audio-Visual Room*, reflecting well-rounded support for both academic and administrative stakeholders.

These results highlight the College's commitment to quality public service delivery, efficient processes, and client-centered service across all units and campuses.

External Services	Overall Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT		
Enrollment Procedure for Freshmen and Transferees	98.31%	Outstanding
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	98.52%	Outstanding
Enrollment Procedure for Shifters	96.04%	Outstanding
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	99.08%	Outstanding
Issuance of Academic Credentials	99.14%	Outstanding
APPRAISAL AND TESTING SECTION		
College Admission Screening Process	95.72%	Outstanding
CASHIERING UNIT		
Collection of School Fees	99.41%	Outstanding
Collection of Other Fees	99.87%	Outstanding
Issuance of Statement of Accounts	99.74%	Outstanding
FINANCE SERVICES <i>(Applicable to the Main Campus only)</i>		
Payment of Prizes	100.00%	Outstanding
Payment of Commercial Claims	100.00%	Outstanding
Payment of Honoraria	100.00%	Outstanding
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	97.90%	Outstanding
PROCUREMENT UNIT <i>(Applicable to the Main Campus only)</i>		
Issuance of Bidding Documents	100.00%	Outstanding



Issuance & Receipt of Request for Quotation Forms	99.63%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Certification	NT	N/A
Issuance of Excuse Slip for Class Absences	100.00%	Outstanding
Issuance of Uniform Pass Slip	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	100.00%	Outstanding
GUIDANCE AND COUNSELING SECTION		
Walk-In Individual/Group Counseling	98.05%	Outstanding
Individual/Group Counseling through Referral	99.56%	Outstanding
External Service Total	99.09%	Outstanding
Internal Services	Overall Rating	Interpretation
CASHIERING UNIT <i>(Applicable to the Main Campus only)</i>		
Collection of Unexpended Funds	99.79%	Outstanding
FINANCE SERVICES <i>(Applicable to the Main Campus only)</i>		
Issuance of Certification	100.00%	Outstanding
Payment of Cash Advance for Travelling Expenses	100.00%	Outstanding
Payment of Salaries and Wages	100.00%	Outstanding
Payment of Reimbursement for Travelling Expenses	100.00%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
<i>Applicable to the Main Campus only:</i>	100.00%	Outstanding
Application for Travel Order	100.00%	Outstanding
Application of Leave Absence	100.00%	Outstanding
Issuance for Authority to Travel Abroad	100.00%	Outstanding
Issuance for Certificate of Compensatory Overtime Credit	100.00%	Outstanding
Issuance of Pay Slip	100.00%	Outstanding
Issuance of Endorsement Letter to Landbank	98.81%	Outstanding
<i>Applicable to the Branches only:</i>		
Issuance of List and Employee's Profile	100.00%	Outstanding
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	98.63%	Outstanding
Request for Travel Order (within the Region and not exceeding 3 days)	99.87%	Outstanding
Request for Travel Order (outside the Region, and/or exceeding 3 days)	100.00%	Outstanding
Payment of Salaries and Wages	99.52%	Outstanding
PROCUREMENT UNIT <i>(Applicable to the Main Campus only)</i>		
Preparation and Submission of Annual Procurement Plan	100.00%	Outstanding
Alternative Mode of Procurement	98.10%	Outstanding



SUPPLY AND PROPERTY MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	99.66%	Outstanding
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	100.00%	Outstanding
Processing of Request for Physical Inventory of Property Accountabilities	100.00%	Outstanding
Internal Service Total	99.73%	Outstanding
Internal/External Services	Overall Rating	Interpretation
CASHIERING UNIT <i>(Applicable to the Main Campus only)</i>		
Releasing of Check	99.78%	Outstanding
HEALTH SERVICES UNIT		
Processing of Insurance Claims	100.00%	Outstanding
Dental Services	99.59%	Outstanding
Issuance of Medical Certificate for Employees and Students	98.41%	Outstanding
Medical Consultation and Treatment	99.35%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT <i>(Applicable to the Main Campus only)</i>		
Issuance for Certificate of Employment and Service Record	99.52%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT		
Application for Library Card	97.54%	Outstanding
Application for Borrower's Card	100.00%	Outstanding
Open Database Electronic Access Services	99.53%	Outstanding
Reading and Circulation Services (Inside Reading, and Borrowing)	97.63%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
Internal/External Service Total	99.23%	Outstanding
AVERAGE	99.35%	OUTSTANDING

Note: NT - "No Transaction"; N/A - "Not Applicable"

Figure 16. Overall Rating per Service and Interpretation of Results

4.4 Zero Complaint Record through Contact Center ng Bayan (CCB) and 8888 Citizen's Complaint Hotline

Moreover, the positive feedback collected through the CSM is further reinforced by the College's clean record of **zero complaints received through the Contact Center ng Bayan (CCB) and the 8888 Citizen's Complaint Hotline for CY 2024.**

On March 5, 2025, DDOSC received an official certification from the Civil Service Commission (CSC) affirming that no negative feedback or complaints were filed against the College via the CCB platform throughout CY 2024. This commendable outcome reflects the College's unwavering commitment to delivering timely, responsive, and people-centered public service. The absence of any CCB-related concerns demonstrates the effectiveness of frontline processes and the College's dedication to upholding the principles of integrity and excellence in governance. (Refer to **Figure 17** for the certification.)



In addition, the College's 8888 Focal Person issued a separate certification verifying that no complaints were lodged through the 8888 Citizen's Complaint Center during the same reporting period. This reinforces the College's proactive stance in addressing client needs and concerns before they escalate to formal complaints. It also highlights the presence of internal mechanisms that efficiently manage feedback and resolve issues at the ground level. (Refer to **Figure 18** for the certification).

These certifications not only confirm the absence of formal complaints through the CCB and 8888 platforms but also reflect the College's strong commitment to quality service and good governance. They reinforce the reliability of the CSM results and highlight DDOSC's proactive approach in addressing client concerns, contributing to sustained public trust and institutional credibility.



5 March 2025

Dr. LILYBETH M. MATUNHAY
President
Davao de Oro State College
Purok 10 Poblacion, Compostela,
Compostela Valley

Attention: **Ms. REAH C. NIOG**
Administrative Officer V
Bilis Aksyon Partner/Human Resource Management Officer

Dear **President Matunhay**:

Greetings from the Civil Service Commission (CSC)!

The Contact Center ng Bayan (CCB) serves as the CSC's public feedback mechanism, providing accessible channels for reporting concerns about government frontline services. Established under Republic Act (RA) No. 9485 (Anti-Red Tape Act of 2007) and strengthened by RA No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), the CCB is included in the Citizen's Charter of government agencies as part of their complaints mechanism.

The Philippine Development Plan 2023-2028 recognizes the CCB as part of the monitoring and resolution of citizen's reports and it serves as a strategy for enhancing public feedback loops at the national level-thus providing a transformative potential for social accountability and improving citizens' trust and confidence in government.

In line with this, we are providing your office with its performance report on the resolution of concerns referred by the CCB from 1 January to 31 December 2024. **We are pleased to inform you that no negative feedback was received on your agency's service delivery during this period.**

For any clarification, please feel free to contact the CCB through the following access modes: short messaging service (SMS) 0908-8816565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

Thank you.

Very truly yours,

Digitally signed by
Salumbides Fiaberna
Urgasan
Date: 2025.03.05 13:51:02
+08'00'
FIABERNA U. SALUMBIDES
Director IV
Public Assistance and Information Office

Bawat Kawani, Lingkod Bayani

CSC Building IBP Road, Constitution Hills, 1126 Quezon City ☎ (02) 931-7935/(02) 931-7939/(020) 931-8092 ✉ cscphil@csc.gov.ph 🌐 www.csc.gov.ph

Figure 17. Certification from the CSC indicating zero CCB complaints received by DDOSC for CY 2024



Republic of the Philippines
Davao de Oro State College
Poblacion, Compostela, Davao de Oro Province



8888 Citizens' Complaints Focal

Website: www.ddosc.edu.ph Email: boardsec@ddosc.edu.ph

CERTIFICATION

This is to certify that **Davao de Oro State College (DDOSC)**, located at Purok 10, Poblacion, Compostela, Davao de Oro, **did not receive any complaints, reports, or concerns filed through the 8888 Citizens' Complaints Center** for the entire duration of **Calendar Year 2024**, covering the period from **01 January 2024 to 31 December 2024**.

As part of our commitment to upholding good governance, transparency, and excellent public service, DDOSC continues to ensure that proper mechanisms are in place to promptly and effectively address the concerns of all stakeholders. The absence of 8888-related complaints for the stated period reflects the institution's continuous effort in maintaining high standards of public service delivery and responsiveness.

This certification is issued upon request for record and reference purposes.

Issued this 24th day of April 2025, at Davao de Oro State College, Purok 10, Poblacion, Compostela, Davao de Oro.


Digitally signed by
Tayaban Jay R Rigodon
Date: 2025.04.24
8888 Citizens' Complaints Focal Person
College and Board Secretary

Page 1 of 1

8888 Citizens' Complaints Focal Certification

The Profile of Golden Personhood

VISION: A proactive academic pillar of development in the AGEVN Region. **MISSION:** DDOSC shall provide golden opportunities to its stakeholders towards producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance. **GOALS:** - Quality instruction - Relevant and Responsive Research, Extension and Production Services - Effective and Efficient Resource Management **CORE VALUES:** DDOSC is a treasure of learned individuals that values the culture of **EXCELLENCE, INTEGRITY, and SOLIDARITY**



Figure 18. Certification issued by DDOSC's 8888 Focal Person confirming zero complaints received for CY 2024.



5. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR CY 2023

As part of the Agency Improvement Action Plan, which seeks to improve the administration of the Client Satisfaction Measurement (CSM) tool and address challenges in data analysis, the College streamlined its CSM process in alignment with the ISO 9001:2015 Quality Management System.

Presented below is the accomplishment report on the implementation of the enhanced DDOSC Client Satisfaction Measurement process, which integrates ISO QMS documentation with the Harmonized Client Satisfaction Measurement guidelines—an initiative borne out of the Agency Improvement Action Plan.

ACTIONS TAKEN	DATE ACCOMPLISHED	RECORDS/ EVIDENCE OF ACCOMPLISHMENT
Reviewed the Client Satisfaction Measurement process during QMS Manual Review	January 2024	DDOSC QMS Manual New Issue Status No. 05 Effective April 1, 2024
Quality Assurance Unit came up with the CSM Manual Database through the Microsoft application Excel for easier monitoring, tabulation, and analysis of data.	January to March 2024	CSM Database in Excel file
Each frontline and non-frontline offices prepared Clients Feedback Form	All workdays in 2024	FM-DDOSC-CSS-001 (Clients Feedback Form)
All front desk officers in each offices informed Client to fill out and drop the form/utilize the online form through link	All workdays in 2024	
Human Resource Management Unit collected and tabulated results	Weekly Collection in 2024 Monthly Tabulation (every second Friday of the following month) in 2024	FM-DDOSC-CSS-002 (Monthly Tabulated Result)
Analyzed results and informed the Top Management and the Concerned Office	Monthly (every third Wednesday of the following month) in 2024	FM-DDOSC-CSS-003 (Summary Report of Client Satisfaction Survey)
Issued CAR/OAP for complaints and Monitor Updates	Monthly in 2024 (As applicable only)	FM-DDOSC-CAR-001 (Corrective Action Request (CAR) Form) FM-DDOSC-CAR-002



Reported Updates to the Top Management	Monthly in 2024 and during Management Review Meetings	(Observation Action Plan (OAP) Form) Management Review Meeting Minutes
Generation of CSM Report The Quality Assurance Unit generated the CSM Report from the collected and tabulated data for the whole year using the database and transmitted it to the CART Chairperson for approval.	Annually (March to April 2024)	CSM Report

6. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR CY 2025

As part of its ongoing commitment to excellence, DDOSC presents the Continuous Agency Improvement Plan for CY 2025. This plan aims to address identified challenges and gaps in the implementation of the Client Satisfaction Measurement (CSM) Tool, ensuring a more responsive and effective feedback mechanism for its stakeholders.

IMPROVEMENT AREA	PLANNED ACTION	RESPONSIBLE UNIT	EXPECTED OUTCOME
Citizen Charter Visibility, Awareness, and Helpfulness Rates	Strengthen information dissemination on the CC process through the posting of IEC materials, especially in DDOSC branches.	Anti-Red Tape Section / Office of the Branch Director	Increased stakeholder awareness of the Citizen Charter.
CSM Survey Response Rate	Procure tablets to support digitization of the CSM tool, making it more accessible to clients.	Office of the Chief for Administration and Finance / Quality Assurance Unit / Anti-Red Tape Section	Higher response rate due to easier client participation in the survey.
Processing of Qualitative Comments	Hire additional staff under the Anti-Red Tape Section for weekly consolidation and analysis of open-ended feedback.	Anti-Red Tape Section	Faster and more regular analysis of client feedback.
Accuracy of Data Entry in CSM Database	Propose hiring of IT personnel to improve and automate the CSM Excel-based database to reduce manual data entry errors.	Quality Assurance Unit	Minimized human error and enhanced accuracy in CSM data management.



ANNEX A. Survey Questionnaires Used



Davao de Oro State College
Compostela / Maragusan / Montevista / New Bataan

Document Code No.			
FM-DDOSC-CSS-001			
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05	00	04.01.2024	1 of 1

Control No. (yyyy-###): **2024-**_____

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Please complete this survey as your feedback on your recently concluded transaction will help this office provide a better service. It will only take about 3 minutes of your time. Personal information shared will be kept confidential and you always have the option to not answer this form. The data gathered through this tool will be handled in accordance with RA 10173 or the Data Privacy Act of 2012.

Date*: _____ Time*: _____

Client's E-mail Address (optional): _____

Region of Residence*: _____

Name of DDOSC's Service Office*: _____

Name of Action Officer*: _____

Contact Number (optional): _____

AGE GROUP*:

- ☐ Below 18
☐ 18-30
☐ 31-50
☐ 51-60
☐ 61 and above

GENDER*:

- ☐ Male
☐ Female
☐ LGBTQ+
☐ Prefer not to say

CLIENT TYPE*:

- ☐ Citizen
☐ Business
☐ Government (Employee of another agency)

SERVICE AVAILABLE*: ☐ INTERNAL SERVICES, please specify: _____
☐ EXTERNAL SERVICES, please specify: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- *CC1 Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is, and I saw this office's CC.
☐ 2. I know what a CC is, but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- *CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see
- *CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A Not Applicable
*SQD0. I am satisfied with the service that I availed.						
*SQD1. I spent a reasonable amount of time for my transaction.						
*SQD2. The office followed the transaction's requirements and steps based on the information provided.						
*SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
*SQD4. I easily found information about my transaction from the office or its website.						
*SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
*SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
*SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
*SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

You may also use this form for commendations or suggestions. Simply provide the details in the space provided (optional).

COMMENDATION/S	SUGGESTION/S ON HOW WE CAN FURTHER IMPROVE OUR SERVICES

You may also send us your feedback through online feedback form available at the www.ddosc.edu.ph.

THANK YOU!

=====





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FM-DDOSC-CSS-001

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DDOSC CLIENT FEEDBACK FORM (CFF)

How was your **EXPERIENCE** with the College's Services?

Davao de Oro State College (DDOSC) Client Satisfaction Measurement Survey

Welcome to Davao de Oro State College—the Cradle of Golden Opportunities!

qa_compostela@ddosc.edu.ph [Switch account](#)



Not shared

* Indicates required question

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Please complete this survey as your feedback on your recently concluded transaction to help this office provide a better service. It will only take about 3 minutes of your time. Personal information shared will be kept confidential and you always have the option to not answer this form. The data gathered through this tool will be handled in accordance with RA 10173 or the Data Privacy Act of 2012. *

- ☐ Agree to accomplish the Form
- ☐ Disagree to accomplish the Form

Next

Clear form

Never submit passwords through Google Forms.

This form was created inside of Davao De Oro State College.
Does this form look suspicious? [Report](#)

Google Forms



ANNEX B. List of Campuses

Campus	Total Responses	Total Transactions
COMPOSTELA (MAIN) CAMPUS	9,994	18,543
MARAGUSAN BRANCH	3,165	6,778
MONTEVISTA BRANCH	2,329	2,748
NEW BATAAN BRANCH	3,178	3,823
OVERALL TOTAL	18,666	31,892



ANNEX C. Client Satisfaction Measurement (CSM) Results per Campus

COMPOSTELA (MAIN) CAMPUS

A. OVERVIEW

Indicators	Score	Interpretation
Citizen's Charter Awareness	90.83%	Very Satisfactory
Citizen's Charter Visibility	91.29%	Very Satisfactory
Citizen's Charter Helpfulness	93.13%	Very Satisfactory
Response Rate	53.90%	Poor
SQD Overall Score (1-8)	98.95%	Outstanding

B. DEMOGRAPHIC PROFILE

1. Age

D1. Age	External	Internal	Internal/External	Total
1. Below 18	198	4	26	228
2. 18-30	4690	1464	2218	8372
3. 31-50	555	623	115	1293
4. 51-60	67	31	2	100
5. 61 and above	0	0	1	1
6. Did not specify	0	0	0	0
TOTAL	5510	2122	2362	9994

2. Gender

D1. Gender	External	Internal	Internal/External	Total
1. Male	2240	797	812	3849
2. Female	3027	1185	1297	5509
3. LGBTQ+	107	112	38	257
4. Prefer not to say	15	27	215	257
5. Did not specify	121	1	0	122
TOTAL	5510	2122	2362	9994



3. Region

D3. Region	External	Internal	Internal/External	Total
1. Region XI	5510	2122	2362	9994
2. Other Regions	0	0	0	0
3. Did not specify	0	0	0	0
TOTAL	5510	2122	2362	9994

4. Customer Type

D4. Customer Type	External	Internal	Internal/External	Total
1. Citizen	5221	2056	2281	9558
2. Business	258	17	38	313
3. Government	30	49	43	122
4. Did not specify	1	0	0	1
TOTAL	5510	2122	2362	9994

C. CITIZEN'S CHARTER (CC) RESULTS

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9078	90.83%
2. I know what a CC is but I did not see this office's CC.	264	2.64%
3. I learned of the CC only when I saw this office's CC.	309	3.09%
4. N/A	343	3.43%
TOTAL	9994	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9124	91.29%
2. Somewhat easy to see	459	4.59%
3. Difficult to see	77	0.77%
4. Not visible at all	22	0.22%
5. N/A	312	3.12%
TOTAL	9994	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9307	93.13%
2. Somewhat helped	365	3.65%
3. Did not help	19	0.19%
4. N/A	303	3.03%
TOTAL	9994	



D. SERVICE RESULTS

1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	97.45%	Outstanding
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	98.72%	Outstanding
Enrollment Procedure for Shifters	98.68%	Outstanding
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	99.08%	Outstanding
Issuance of Academic Credentials	98.48%	Outstanding
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	98.75%	Outstanding
CASHIER UNIT		
Collection of School Fees	99.31%	Outstanding
Collection of Other Fees	99.61%	Outstanding
Issuance of Statement of Accounts	99.22%	Outstanding
FINANCE SERVICES		
Payment of Prizes	100.00%	Outstanding
Payment of Commercial Claims	100.00%	Outstanding
Payment of Honoraria	100.00%	Outstanding
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	100.00%	Outstanding
PROCUREMENT UNIT		
Issuance of Bidding Documents	100.00%	Outstanding
Issuance & Receipt of Request for Quotation Forms	99.63%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Certification	NT	N/A
Issuance of Excuse Slip for Class Absences	100.00%	Outstanding
Issuance of Uniform Pass Slip	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	100.00%	Outstanding
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	98.05%	Outstanding
Individual/Group Counseling through Referral	99.11%	Outstanding
External Service Average	99.34%	Outstanding
CASHIER UNIT		
Collection of Unexpended Funds	99.79%	Outstanding



FINANCE SERVICES		
Issuance of Certification	100.00%	Outstanding
Payment of Cash Advance for Travelling Expenses	100.00%	Outstanding
Payment of Salaries and Wages	100.00%	Outstanding
Payment of Reimbursement for Travelling Expenses	100.00%	Outstanding
HUMAN RESOURCE MANAGEMENT SECTION		
Application for Travel Order	100.00%	Outstanding
Application of Leave Absence	100.00%	Outstanding
Issuance for Authority to Travel Abroad	100.00%	Outstanding
Issuance for Certificate of Compensatory Overtime Credit	100.00%	Outstanding
Issuance of Pay Slip	100.00%	Outstanding
Issuance of Endorsement Letter to Landbank	98.81%	Outstanding
PROCUREMENT UNIT		
Preparation and Submission of Annual Procurement Plan	100.00%	Outstanding
Alternative Mode of Procurement	98.10%	Outstanding
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	99.66%	Outstanding
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	100.00%	Outstanding
Processing of Request for Physical Inventory of Property Accountabilities	100.00%	Outstanding
Internal Service Average	99.77%	Outstanding
CASHIERING UNIT		
Releasing of Check	99.78%	Outstanding
HEALTH SERVICES UNIT		
Processing of Insurance Claims	100.00%	Outstanding
Dental Services	100.00%	Outstanding
Issuance of Medical Certificate for Employees and Students	97.78%	Outstanding
Medical Consultation and Treatment	99.88%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment and Service Record	99.52%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	92.86%	Very Satisfactory
Application for Borrower's Card	100.00%	Outstanding
Open Database Electronic Access Services	99.53%	Outstanding
Reading and Circulation Services (Inside Reading, and Borrowing)	98.37%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
Internal/External Service Average	98.98%	Outstanding
AVERAGE	99.36%	OUTSTANDING

Note: NT - "No Transaction"; N/A - "Not Applicable"



2. Total Number of Responses and Total Transactions per Service

External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
ADMISSION AND STUDENT RECORDS SECTION				
Enrollment Procedure for Freshmen and Transferees	165	165	116	100.00%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	2030	2940	340	69.05%
Enrollment Procedure for Shifters	48	48	43	100.00%
Procedure for Enrollment Withdrawal with Leave of Absence (LOA	76	76	64	100.00%
Issuance of Academic Credentials	824	1399	302	58.90%
APPRAISAL AND TESTING UNIT				
College Admission Screening Process	468	2698	336	17.35%
CASHIER UNIT				
Collection of School Fees	71	77	64	92.21%
Collection of Other Fees	859	860	266	99.88%
Issuance of Statement of Accounts	8	8	8	100.00%
FINANCE SERVICES				
Payment of Prizes	46	51	45	90.20%
Payment of Commercial Claims	199	401	196	49.63%
Payment of Honoraria	90	117	90	76.92%
HEALTH SERVICES UNIT				
Medical Profiling and Physical Examination for Enrollment	3	3	3	100.00%
PROCUREMENT UNIT				
Issuance of Bidding Documents	28	29	27	96.55%
Issuance & Receipt of Request for Quotation Forms	305	332	178	91.87%
STUDENT AFFAIRS AND SERVICES DIVISION				
Issuance of Student Travel Permit for Curricular Off-Campus Activities	9	9	9	100.00%
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	34	34	31	100.00%
Issuance of Certification	0	0	0	N/A
Issuance of Excuse Slip for Class Absences	3	3	3	100.00%
Issuance of Uniform Pass Slip	0	0	0	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT				
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	89	107	84	83.18%
GUIDANCE AND COUNSELING UNIT				
Walk-In Individual/Group Counseling	12	12	12	100.00%
Individual/Group Counseling through Referral	16	17	16	94.12%
External Service Total	5383	9386	2232	57.35%



Internal Services	Total Responses	Total Transactions	Minimum Required	Response Rate
CASHIER UNIT				
Collection of Unexpended Funds	35	36	33	97.22%
FINANCE SERVICES				
Issuance of Certification	19	19	18	100.00%
Payment of Cash Advance for Travelling Expenses	45	50	44	90.00%
Payment of Salaries and Wages	194	242	149	80.17%
Payment of Reimbursement for Travelling Expenses	198	247	151	80.16%
HUMAN RESOURCE MANAGEMENT UNIT				
Application for Travel Order	316	452	208	69.91%
Application of Leave Absence	377	601	235	62.73%
Issuance for Authority to Travel Abroad	5	5	5	100.00%
Issuance for Certificate of Compensatory Overtime Credit	100	120	92	83.33%
Issuance of Pay Slip	421	1243	294	33.87%
Issuance of Endorsement Letter to Landbank	25	25	24	100.00%
PROCUREMENT UNIT				
Preparation and Submission of Annual Procurement Plan	196	216	138	90.74%
Alternative Mode of Procurement	60	70	59	85.71%
SUPPLY AND PROPERTY MANAGEMENT UNIT				
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	80	95	76	84.21%
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	46	50	44	92.00%
Processing of Request for Physical Inventory of Property Accountabilities	6	6	6	100.00%
Internal Service Total	2121	3477	1575	61.06%
Internal/External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
CASHIER UNIT				
Releasing of Check	221	278	162	79.50%
HEALTH SERVICES UNIT				
Processing of Insurance Claims	11	11	11	100.00%
Dental Services	76	92	74	82.61%
Issuance of Medical Certificate for Employees and Students	93	120	92	77.50%
Medical Consultation and Treatment	461	528	223	87.31%
HUMAN RESOURCE MANAGEMENT UNIT				
Issuance for Certificate of Employment and Service Record	85	105	83	80.95%



LIBRARY AND LEARNING RESOURCE CENTER SECTION				
Application for Library Card	82	89	72	92.13%
Application for Borrower's Card	59	67	57	88.06%
Open Database Electronic Access Services	211	463	210	45.57%
Reading and Circulation Services (Inside Reading, and Borrowing)	1128	3861	349	29.22%
Returning of Borrowed Library Resources	34	37	34	91.89%
Application for the Utilization of Audio-Visual Room	27	29	27	93.10%
Internal/External Service Total	2488	5680	1394	43.80%
OVERALL TOTAL	9994	18543	5202	53.90%

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS

Service Quality Dimensions (SQD 0)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Overall Satisfaction	7912	1869	37	0	2	4	9824	99.60%

Service Quality Dimensions (SQD 1-8)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	7387	2290	109	14	4	20	9824	98.70%
Reliability	7732	2041	39	2	3	7	9824	99.55%
Access and Facilities	7408	2121	120	14	2	159	9824	98.59%
Communication	7520	2137	135	5	3	24	9824	98.54%
Costs	2341	1064	112	8	5	6294	9824	96.46%
Integrity	7748	1969	81	7	2	17	9824	99.08%
Assurance	7846	1911	54	3	3	7	9824	99.39%
Outcome	7643	2056	87	4	3	31	9824	99.04%
OVERALL (SQD 1-8)	55625	15589	737	57	25	6559	78592	98.86%



Summary and Interpretation of SQD Results:

Service Quality Dimensions		Rating	Interpretation
SQD 0	Overall Satisfaction	99.60%	Outstanding
SQD 1	Responsiveness	98.70%	Outstanding
SQD 2	Reliability	99.55%	Outstanding
SQD 3	Access and Facilities	98.59%	Outstanding
SQD 4	Communication	98.54%	Outstanding
SQD 5	Costs	96.46%	Outstanding
SQD 6	Integrity	99.08%	Outstanding
SQD 7	Assurance	99.39%	Outstanding
SQD 8	Outcome	99.04%	Outstanding
Overall	SQD 1-8 Results	98.86%	Outstanding



MARAGUSAN BRANCH

A. OVERVIEW

Indicators	Score	Interpretation
Citizen's Charter Awareness	77.91%	Fair
Citizen's Charter Visibility	83.70%	Satisfactory
Citizen's Charter Helpfulness	90.81%	Very Satisfactory
Response Rate	46.70%	Poor
SQD Overall Score (1-8)	98.94%	Outstanding

B. DEMOGRAPHIC PROFILE

1. Age

D1. Age	External	Internal	Internal/External	Total
1. Below 18	0	0	0	0
2. 18-30	1758	236	926	2920
3. 31-50	0	229	3	232
4. 51-60	0	8	0	8
5. 61 and above	0	0	0	0
6. Did not specify	0	5	0	5
TOTAL	1758	478	929	3165

2. Gender

D1. Gender	External	Internal	Internal/External	Total
1. Male	638	212	297	1148
2. Female	1120	250	631	2000
3. LGBTQ+	0	14	0	14
4. Prefer not to say	0	2	1	3
5. Did not specify	0	0	0	0
TOTAL	1758	478	929	3165



3. Region

D3. Region	External	Internal	Internal/External	Total
1. Region XI	1758	478	929	3165
2. Other Regions	0	0	0	0
3. Did not specify	0	0	0	0
TOTAL	1758	478	929	3165

4. Customer Type

D4. Customer Type	External	Internal	Internal/External	Total
1. Citizen	1758	478	929	3165
2. Business	0	0	0	0
3. Government	0	0	0	0
4. Did not specify	0	0	0	0
TOTAL	1758	478	929	3165

C. CITIZEN'S CHARTER (CC) RESULTS

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2466	77.91%
2. I know what a CC is but I did not see this office's CC.	384	12.13%
3. I learned of the CC only when I saw this office's CC.	315	9.95%
4. N/A	0	0.00%
TOTAL	3165	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2649	83.70%
2. Somewhat easy to see	398	12.58%
3. Difficult to see	116	3.67%
4. Not visible at all	2	0.06%
5. N/A	0	0.00%
TOTAL	3165	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2874	90.81%
2. Somewhat helped	287	9.07%
3. Did not help	4	0.13%
4. N/A	0	0.00%
TOTAL	3165	



D. SERVICE RESULTS

1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	99.12%	Outstanding
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	98.50%	Outstanding
Enrollment Procedure for Shifters	93.40%	Very Satisfactory
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	NT	N/A
Issuance of Academic Credentials	99.97%	Outstanding
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	97.48%	Outstanding
CASHIER UNIT		
Collection of School Fees	100.00%	Outstanding
Collection of Other Fees	NT	N/A
Issuance of Statement of Accounts	NT	N/A
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	99.70%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	NT	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	NT	N/A
Issuance of Certification	NT	N/A
Issuance of Excuse Slip for Class Absences	NT	N/A
Issuance of Uniform Pass Slip	NT	N/A
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	NT	N/A
Individual/Group Counseling through Referral	NT	N/A
External Service Average	99.47%	Outstanding
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	NT	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	98.22%	Outstanding
Request for Travel Order (within the Region and not exceeding 3 days)	100.00%	Outstanding
Request for Travel Order (outside the Region, and/or exceeding 3 days)	100.00%	Outstanding
Payment of Salaries and Wages	100.00%	Outstanding
Internal Service Average	99.96%	Outstanding
HEALTH SERVICES UNIT		
Processing of Insurance Claims	NT	N/A
Dental Services	100.00%	Outstanding
Issuance of Medical Certificate for Employees and Students	99.83%	Outstanding
Medical Consultation and Treatment	99.65%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	NT	N/A



Application for Borrower's Card	NT	N/A
Open Database Electronic Access Services	NT	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	98.10%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	NT	N/A
Internal/External Service Average	98.61%	Outstanding
AVERAGE	99.35%	OUTSTANDING

Note: NT - "No Transaction"; N/A - "Not Applicable"

2. Total Number of Responses and Total Transactions per Service

External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
ADMISSION AND STUDENT RECORDS SECTION				
Enrollment Procedure for Freshmen and Transferees	311	334	179	93.11%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	419	434	204	96.54%
Enrollment Procedure for Shifters	107	107	84	100.00%
Procedure for Enrollment Withdrawal with Leave of Absence (LOA	0	0	0	N/A
Issuance of Academic Credentials	497	1105	285	44.98%
APPRAISAL AND TESTING UNIT				
College Admission Screening Process	301	848	265	35.50%
CASHIER UNIT				
Collection of School Fees	53	53	47	100.00%
Collection of Other Fees	0	0	0	N/A
Issuance of Statement of Accounts	0	0	0	N/A
HEALTH SERVICES UNIT				
Medical Profiling and Physical Examination for Enrollment	268	409	198	65.53%
STUDENT AFFAIRS AND SERVICES DIVISION				
Issuance of Student Travel Permit for Curricular Off-Campus Activities	0	0	0	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	0	0	0	N/A
Issuance of Certification	0	0	0	N/A
Issuance of Excuse Slip for Class Absences	0	0	0	N/A
Issuance of Uniform Pass Slip	0	0	0	N/A
GUIDANCE AND COUNSELING UNIT				
Walk-In Individual/Group Counseling	0	0	0	N/A
Individual/Group Counseling through Referral	0	0	0	N/A
External Service Total	1956	3290	1262	59.45%
Internal Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HUMAN RESOURCE MANAGEMENT SECTION				
Issuance of List and Employee's Profile	0	0	0	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	4	4	4	100.00%



Request for Travel Order (within the Region and not exceeding 3 days)	320	411	199	77.86%
Request for Travel Order (outside the Region, and/or exceeding 3 days)	3	3	3	100.00%
Payment of Salaries and Wages	148	188	126	78.72%
Internal Service Total	475	606	332	78.38%
Internal/External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HEALTH SERVICES UNIT				
Processing of Insurance Claims	0	0	0	N/A
Dental Services	72	87	71	82.76%
Issuance of Medical Certificate for Employees and Students	57	57	50	100.00%
Medical Consultation and Treatment	236	604	235	39.07%
LIBRARY AND LEARNING RESOURCE CENTER SECTION				
Application for Library Card	0	0	0	N/A
Application for Borrower's Card	0	0	0	N/A
Open Database Electronic Access Services	0	0	0	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	357	2122	325	16.82%
Returning of Borrowed Library Resources	12	12	12	100.00%
Application for the Utilization of Audio-Visual Room	0	0	0	N/A
Internal/External Service Total	734	2882	693	25.47%
OVERALL TOTAL	3165	6778	2287	46.70%

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS

Service Quality Dimensions (SQD 0)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Overall Satisfaction	2575	576	14	0	0	0	3165	99.56%

Service Quality Dimensions (SQD 1-8)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	2394	679	89	2	1	0	3165	97.09%
Reliability	2618	531	16	0	0	0	3165	99.49%
Access and Facilities	2475	654	36	0	0	0	3165	98.86%
Communication	2527	614	22	2	0	0	3165	99.24%
Costs	40	3	0	0	0	3122	3165	100.00%
Integrity	2587	547	30	1	0	0	3165	99.02%
Assurance	2674	473	174	1	0	0	3165	99.43%
Outcome	2653	494	17	1	0	0	3165	99.43%
OVERALL (SQD 1-8)	17968	3995	227	7	1	3122	25320	98.94%



Summary and Interpretation of SQD Results:

Service Quality Dimensions		Rating	Interpretation
SQD 0	Overall Satisfaction	99.56%	Outstanding
SQD 1	Responsiveness	97.09%	Outstanding
SQD 2	Reliability	99.49%	Outstanding
SQD 3	Access and Facilities	98.86%	Outstanding
SQD 4	Communication	99.24%	Outstanding
SQD 5	Costs	100.00%	Outstanding
SQD 6	Integrity	99.02%	Outstanding
SQD 7	Assurance	99.43%	Outstanding
SQD 8	Outcome	99.43%	Outstanding
Overall	SQD 1-8 Results	98.94%	Outstanding



MONTEVISTA BRANCH

A. OVERVIEW

Indicators	Score	Interpretation
Citizen's Charter Awareness	71.79%	Fair
Citizen's Charter Visibility	77.20%	Fair
Citizen's Charter Helpfulness	80.29%	Satisfactory
Response Rate	84.75%	Satisfactory
SQD Overall Score (1-8)	97.87%	Outstanding

B. DEMOGRAPHIC PROFILE

1. Age

D1. Age	External	Internal	Internal/External	Total
1. Below 18	97	0	38	135
2. 18-30	1499	0	646	2145
3. 31-50	37	0	10	47
4. 51-60	2	0	0	2
5. 61 and above	0	0	0	0
6. Did not specify	0	0	0	0
TOTAL	1635	0	694	2329

2. Gender

D1. Gender	External	Internal	Internal/External	Total
1. Male	506	0	153	659
2. Female	1090	0	517	1607
3. LGBTQ+	25	0	16	41
4. Prefer not to say	14	0	8	22
5. Did not specify	0	0	0	0
TOTAL	1635	0	694	2329



3. Region

D3. Region	External	Internal	Internal/External	Total
1. Region XI	1635	0	694	2329
2. Other Regions	0	0	0	0
3. Did not specify	0	0	0	0
TOTAL	1635	0	694	2329

4. Customer Type

D4. Customer Type	External	Internal	Internal/External	Total
1. Citizen	1633	0	694	2327
2. Business	1	0	0	1
3. Government	1	0	0	1
4. Did not specify	0	0	0	0
TOTAL	1635	0	694	2329

C. CITIZEN'S CHARTER (CC) RESULTS

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1672	71.79%
2. I know what a CC is but I did not see this office's CC.	131	5.62%
3. I learned of the CC only when I saw this office's CC.	309	13.27%
4. N/A	217	9.32%
TOTAL	2329	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1798	77.20%
2. Somewhat easy to see	420	18.03%
3. Difficult to see	44	1.89%
4. Not visible at all	45	1.93%
5. N/A	22	0.94%
TOTAL	2329	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1870	80.29%
2. Somewhat helped	376	16.14%
3. Did not help	50	2.15%
4. N/A	33	1.42%
TOTAL	2329	



D. SERVICE RESULTS

1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	98.17%	Outstanding
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	NT	N/A
Enrollment Procedure for Shifters	NT	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	NT	N/A
Issuance of Academic Credentials	99.44%	Outstanding
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	NT	N/A
CASHIER UNIT		
Collection of School Fees	100.00%	Outstanding
Collection of Other Fees	100.00%	Outstanding
Issuance of Statement of Accounts	100.00%	Outstanding
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	97.08%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	NT	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	NT	N/A
Issuance of Certification	NT	N/A
Issuance of Excuse Slip for Class Absences	NT	N/A
Issuance of Uniform Pass Slip	NT	N/A
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	NT	N/A
Individual/Group Counseling through Referral	NT	N/A
External Service Average	99.11%	Outstanding
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	NT	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	NT	N/A
Request for Travel Order (within the Region and not exceeding 3 days)	NT	N/A
Request for Travel Order (outside the Region, and/or exceeding 3 days)	NT	N/A
Payment of Salaries and Wages	NT	N/A
Internal Service Average	NT	N/A
HEALTH SERVICES UNIT		
Processing of Insurance Claims	100.00%	Outstanding
Dental Services	100.00%	Outstanding
Issuance of Medical Certificate for Employees and Students	NT	N/A
Medical Consultation and Treatment	97.89%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	99.76%	Outstanding
Application for Borrower's Card	NT	N/A



Open Database Electronic Access Services	NT	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	94.20%	Very Satisfactory
Returning of Borrowed Library Resources	NT	N/A
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
Internal/External Service Average	98.64%	Outstanding
AVERAGE	98.88%	OUTSTANDING

Note: NT - "No Transaction"; N/A - "Not Applicable"

2. Total Number of Responses and Total Transactions per Service

External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
ADMISSION AND STUDENT RECORDS SECTION				
Enrollment Procedure for Freshmen and Transferees	1114	1418	302	78.56%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	0	0	0	N/A
Enrollment Procedure for Shifters	0	0	0	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA	0	0	0	N/A
Issuance of Academic Credentials	228	282	163	80.85%
APPRAISAL AND TESTING UNIT				
College Admission Screening Process	0	0	0	N/A
CASHIER UNIT				
Collection of School Fees	7	7	7	100.00%
Collection of Other Fees	13	13	13	100.00%
Issuance of Statement of Accounts	25	25	24	100.00%
HEALTH SERVICES UNIT				
Medical Profiling and Physical Examination for Enrollment	248	258	155	96.12%
STUDENT AFFAIRS AND SERVICES DIVISION				
Issuance of Student Travel Permit for Curricular Off-Campus Activities	0	0	0	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	0	0	0	N/A
Issuance of Certification	0	0	0	N/A
Issuance of Excuse Slip for Class Absences	0	0	0	N/A
Issuance of Uniform Pass Slip	0	0	0	N/A
GUIDANCE AND COUNSELING UNIT				
Walk-In Individual/Group Counseling	0	0	0	N/A
Individual/Group Counseling through Referral	0	0	0	N/A
External Service Total	1635	2003	664	81.63%
Internal Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HUMAN RESOURCE MANAGEMENT SECTION				
Issuance of List and Employee's Profile	0	0	0	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	0	0	0	N/A
Request for Travel Order (within the Region and not exceeding 3 days)	0	0	0	N/A
Request for Travel Order (outside the Region, and/or exceeding 3 days)	0	0	0	N/A



Payment of Salaries and Wages	0	0	0	N/A
Internal Service Total	0	0	0	N/A
Internal/External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HEALTH SERVICES UNIT				
Processing of Insurance Claims	1	1	1	100.00%
Dental Services	9	9	9	100.00%
Issuance of Medical Certificate for Employees and Students	0	0	0	N/A
Medical Consultation and Treatment	405	456	209	88.82%
LIBRARY AND LEARNING RESOURCE CENTER SECTION				
Application for Library Card	52	52	46	100.00%
Application for Borrower's Card	0	0	0	N/A
Open Database Electronic Access Services	0	0	0	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	224	224	142	100.00%
Returning of Borrowed Library Resources	0	0	0	N/A
Application for the Utilization of Audio-Visual Room	3	3	3	100.00%
Internal/External Service Total	694	745	410	93.15%
OVERALL TOTAL	2329	2748	1073	84.75%

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS

Service Quality Dimensions (SQD 0)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Overall Satisfaction	1694	619	11	3	1	1	2329	99.36%

Service Quality Dimensions (SQD 1-8)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1483	771	42	13	9	11	2329	97.24%
Reliability	1677	623	24	2	0	3	2329	98.88%
Access and Facilities	1515	721	51	7	3	32	2329	97.34%
Communication	1553	703	49	6	0	18	2329	97.62%
Costs	675	324	35	6	6	1283	2329	95.51%
Integrity	1688	591	39	1	2	8	2329	98.19%
Assurance	1700	599	27	1	2	0	2329	98.71%
Outcome	1607	656	41	1	1	23	2329	98.14%
OVERALL (SQD 1-8)	11898	4988	308	37	23	1378	18632	97.87%



Summary and Interpretation of SQD Results:

Service Quality Dimensions		Rating	Interpretation
SQD 0	Overall Satisfaction	99.36%	Outstanding
SQD 1	Responsiveness	97.24%	Outstanding
SQD 2	Reliability	98.88%	Outstanding
SQD 3	Access and Facilities	97.34%	Outstanding
SQD 4	Communication	97.62%	Outstanding
SQD 5	Costs	95.51%	Outstanding
SQD 6	Integrity	98.19%	Outstanding
SQD 7	Assurance	98.71%	Outstanding
SQD 8	Outcome	98.14%	Outstanding
Overall	SQD 1-8 Results	97.87%	Outstanding



NEW BATAAN BRANCH

A. OVERVIEW

Indicators	Score	Interpretation
Citizen's Charter Awareness	81.37%	Satisfactory
Citizen's Charter Visibility	82.63%	Satisfactory
Citizen's Charter Helpfulness	86.34%	Satisfactory
Response Rate	83.13%	Satisfactory
SQD Overall Score (1-8)	97.60%	Outstanding

B. DEMOGRAPHIC PROFILE

1. Age

D1. Age	External	Internal	Internal/External	Total
1. Below 18	127	0	11	138
2. 18-30	1736	261	782	2779
3. 31-50	41	89	28	158
4. 51-60	0	11	4	15
5. 61 and above	0	0	0	0
6. Did not specify	53	18	17	88
TOTAL	1957	379	842	3178

2. Gender

D1. Gender	External	Internal	Internal/External	Total
1. Male	710	169	265	1148
2. Female	1130	172	498	1805
3. LGBTQ+	22	0	20	33
4. Prefer not to say	2	1	0	3
5. Did not specify	93	37	59	189
TOTAL	1957	379	842	3178



3. Region

D3. Region	External	Internal	Internal/External	Total
1. Region XI	1957	379	842	3178
2. Other Regions	0	0	0	0
3. Did not specify	0	0	0	0
TOTAL	1957	379	842	3178

4. Customer Type

D4. Customer Type	External	Internal	Internal/External	Total
1. Citizen	1957	377	842	3176
2. Business	0	0	0	0
3. Government	0	2	0	2
4. Did not specify	0	0	0	0
TOTAL	1957	379	842	3178

C. CITIZEN'S CHARTER (CC) RESULTS

Citizen's Charter Questions	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2586	81.37%
2. I know what a CC is but I did not see this office's CC.	98	3.08%
3. I learned of the CC only when I saw this office's CC.	411	12.93%
4. N/A	83	2.61%
TOTAL	3178	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2626	82.63%
2. Somewhat easy to see	413	13.00%
3. Difficult to see	38	1.20%
4. Not visible at all	101	3.18%
5. N/A	0	0.00%
TOTAL	3178	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2744	86.34%
2. Somewhat helped	336	10.57%
3. Did not help	98	3.08%
4. N/A	0	0.00%
TOTAL	3178	



D. SERVICE RESULTS

1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	98.49%	Outstanding
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	98.33%	Outstanding
Enrollment Procedure for Shifters	NT	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	NT	N/A
Issuance of Academic Credentials	98.65%	Outstanding
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	90.92%	Very Satisfactory
CASHIER UNIT		
Collection of School Fees	98.34%	Outstanding
Collection of Other Fees	100.00%	Outstanding
Issuance of Statement of Accounts	100.00%	Outstanding
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	94.80%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	NT	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Certification	NT	N/A
Issuance of Excuse Slip for Class Absences	NT	N/A
Issuance of Uniform Pass Slip	NT	N/A
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	NT	N/A
Individual/Group Counseling through Referral	100.00%	Outstanding
External Service Total	97.95%	Outstanding
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	100.00%	Outstanding
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	99.04%	Outstanding
Request for Travel Order (within the Region and not exceeding 3 days)	99.74%	Outstanding
Request for Travel Order (outside the Region, and/or exceeding 3 days)	100.00%	Outstanding
Payment of Salaries and Wages	99.04%	Outstanding
Internal Service Total	99.56%	Outstanding
HEALTH SERVICES UNIT		
Processing of Insurance Claims	100.00%	Outstanding
Dental Services	98.37%	Outstanding
Issuance of Medical Certificate for Employees and Students	97.61%	Outstanding
Medical Consultation and Treatment	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	100.00%	Outstanding
Application for Borrower's Card	NT	N/A



Open Database Electronic Access Services	NT	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	99.87%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	NT	N/A
Internal/External Service Total	99.41%	Outstanding
AVERAGE	98.97%	OUTSTANDING

Note: NT - "No Transaction"; N/A - "Not Applicable"

2. Total Number of Responses and Total Transactions per Service

External Services	Responses	Total Transactions	Minimum Required	Response Rate
ADMISSION AND STUDENT RECORDS SECTION				
Enrollment Procedure for Freshmen and Transferees	154	224	142	68.75%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	617	644	241	95.81%
Enrollment Procedure for Shifters	0	0	0	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA	0	0	0	N/A
Issuance of Academic Credentials	749	970	275	77.22%
APPRAISAL AND TESTING UNIT				
College Admission Screening Process	91	119	91	76.47%
CASHIER UNIT				
Collection of School Fees	35	38	35	92.11%
Collection of Other Fees	32	32	30	100.00%
Issuance of Statement of Accounts	8	8	8	100.00%
HEALTH SERVICES UNIT				
Medical Profiling and Physical Examination for Enrollment	224	398	196	56.28%
STUDENT AFFAIRS AND SERVICES DIVISION				
Issuance of Student Travel Permit for Curricular Off-Campus Activities	0	0	0	N/A
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	26	26	24	100.00%
Issuance of Certification	0	0	0	N/A
Issuance of Excuse Slip for Class Absences	0	0	0	N/A
Issuance of Uniform Pass Slip	0	0	0	N/A
GUIDANCE AND COUNSELING UNIT				
Walk-In Individual/Group Counseling	0	0	0	N/A
Individual/Group Counseling through Referral	21	21	20	100.00%
External Service Total	1957	2480	1062	78.91%
Internal Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HUMAN RESOURCE MANAGEMENT SECTION				
Issuance of List and Employee's Profile	5	5	5	100.00%
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	50	56	49	89.29%
Request for Travel Order (within the Region and not exceeding 3 days)	277	317	174	87.38%
Request for Travel Order (outside the Region, and/or exceeding 3 days)	2	2	2	100.00%



Payment of Salaries and Wages	45	45	40	100.00%
Internal Service Total	379	425	270	89.18%
Internal/External Services	Total Responses	Total Transactions	Minimum Required	Response Rate
HEALTH SERVICES UNIT				
Processing of Insurance Claims	5	5	5	100.00%
Dental Services	177	190	127	93.16%
Issuance of Medical Certificate for Employees and Students	516	571	230	90.37%
Medical Consultation and Treatment	38	41	37	92.68%
LIBRARY AND LEARNING RESOURCE CENTER SECTION				
Application for Library Card	14	14	14	100.00%
Application for Borrower's Card	0	0	0	N/A
Open Database Electronic Access Services	0	0	0	N/A
Reading and Circulation Services (Inside Reading, and Borrowing)	91	96	77	94.79%
Returning of Borrowed Library Resources	1	1	1	100.00%
Application for the Utilization of Audio-Visual Room	0	0	0	NT
Internal/External Service Total	842	918	491	91.72%
OVERALL TOTAL	3178	3823	1823	83.13%

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS

Service Quality Dimensions (SQD 0)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Overall Satisfaction	2305	844	21	4	2	2	3178	99.15%

Service Quality Dimensions (SQD 1-8)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Rating
Responsiveness	1988	1063	64	35	6	22	3178	96.67%
Reliability	2201	935	30	7	1	4	3178	98.80%
Access and Facilities	1972	1047	78	16	6	59	3178	96.79%
Communication	2020	1058	69	11	2	18	3178	97.41%
Costs	382	230	23	13	10	2520	3178	93.01%
Integrity	2239	863	41	19	4	12	3178	97.98%
Assurance	2283	860	21	5	3	6	3178	99.09%
Outcome	2095	991	67	6	9	10	3178	97.41%
OVERALL (SQD 1-8)	15180	7047	393	112	41	2651	25424	97.60%



Summary and Interpretation of SQD Results:

Service Quality Dimensions		Rating	Interpretation
SQD 0	Overall Satisfaction	99.15%	Outstanding
SQD 1	Responsiveness	96.67%	Outstanding
SQD 2	Reliability	98.80%	Outstanding
SQD 3	Access and Facilities	96.79%	Outstanding
SQD 4	Communication	97.41%	Outstanding
SQD 5	Costs	93.01%	Very Satisfactory
SQD 6	Integrity	97.98%	Outstanding
SQD 7	Assurance	99.09%	Outstanding
SQD 8	Outcome	97.41%	Outstanding
Overall	SQD 1-8 Results	97.60%	Outstanding



ANNEX D. Matrix of Client Satisfaction Survey (CSS) Feedback

MATRIX OF CLIENT SATISFACTION SURVEY (CSS) FEEDBACK For Calendar Year 2024

Month	Campus/Link
January 2024	Main Campus Maragusan Branch Montevista Branch New Bataan Branch
February 2024	Main Campus Maragusan Branch Montevista Branch New Bataan Branch
March 2024	Main Campus Maragusan Branch Montevista Branch New Bataan Branch
April 2024	All Campuses
May 2024	All Campuses
June 2024	All Campuses
July 2024	All Campuses
August 2024	All Campuses
September 2024	All Campuses
October 2024	All Campuses
November 2024	All Campuses
December 2024	All Campuses

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