



Davao de Oro State College (DDOSC)

Client Satisfaction Measurement Report

2023 (Consolidated)

TABLE OF CONTENTS

I.	OVERVIEW	1
II.	SCOPE	2
III.	METHODOLOGY	5
IV.	DATA AND INTERPRETATION	7
	A. Demographic Profile and Customer Type	7
	B. Count of Citizen's Charter and Service Quality Dimension Results	9
	C. Overall Score Per Service	10
V.	CONTINUOUS AGENCY IMPROVEMENT PLAN FOR CY 2024	13
VI.	ANNEXES	18
	Annex A. Survey Questionnaire Used	18
	Annex B. List of Campuses/Branches	20
	Annex C. CSM Results Per Campus/Branch	21



I. OVERVIEW

The Davao de Oro State College (DDOSC) commits to continually strive for quality and excellence in the provision of relevant and responsive research, extension, production, and student affairs services to its stakeholders that are anchored on good governance, as well as in the delivery of its focal functions for the satisfaction of its clients, both internal and external. Along with this commitment is the consistent compliance of the College's services and operations with various applicable statutory and regulatory bodies.

Section 20 of Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which amended and renumbered Section 10 of Republic Act 9485 or the Anti-Red Tape Act of 2007 and for other purposes, is an Act which was signed into law on May 28, 2018 to promote integrity, accountability, proper management of public affairs and public property, as well as to develop effective practices for the prompt delivery of public services and the prevention of graft and corruption in government. As a result, the Anti-Red Tape Authority (ARTA) provided the Amended Guidelines on the Implementation of Client Satisfaction Measurement (CSM) through its Memorandum Circular No. 2023-05, series of 2023, highlighting the use of a harmonized CSM survey tool that aims in tracking the customer experience of government offices.

Thus, pursuant to this and also in compliance with Clause 9.0 (Performance Evaluation) of ISO 9001:2015 Quality Management System (QMS) requirements, the DDOSC strengthened its process improvement efforts by conducting client satisfaction surveys. The harmonized and standardized CSM survey tool provided by ARTA was adopted as a feedback mechanism in measuring the satisfaction of its clients/citizens who have completed single or multiple transactions with the institution's various offices. This is duly done to ensure continuous improvement toward seamless public service delivery and to assess the overall client perception of the services provided by the institution.

Additionally, the CSM survey tool contains questions that solicit information about: 1) client type; 2) clients' demographic background, including sex, age, and region of residence; 3) service availed from the office; and 4) awareness, visibility, and helpfulness of the Citizen's Charter (CC). As to the survey regarding the CC, survey response rate, and SQD overall score, results are shown below, and images of CSM survey tool appear in this report as Annex A.

	Score
CC Awareness	100%
CC Visibility	100%
CC Helpfulness	100%
Response Rate	29.95%
Overall Score	99.93%



II. SCOPE

The DDOSC conducted the Client Satisfaction Survey throughout the calendar year 2023, in which two (2) tools were used for two separate periods—January to September 2023 and October to December 2023. This CSM Report contains primarily the result of the administered Client Satisfaction Measurement tool on the last three months of calendar year 2023.

The first tool is the same instrument used in FY 2022 Client Satisfaction Measurement Report in compliance with the ARTA Memorandum Circular No. 2022-05 (4.4 Content of the CSM Questionnaire). This instrument is administered both on-site and online depending on how clients availed of the services from the institution's respective offices. The instrument administered in this period has the following CSM questions: (1) Service Quality Dimension Questions, (2) Demographic Questions, and (3) Open-ended Question.

Meanwhile, the second tool was adopted in October to December 2023, as a result of the attended Orientation on the Implementation of the Harmonized CSM for GOCCs and SUCs on September 21, 2023, via Zoom teleconference as initiated by the Compliance Monitoring and Evaluation Office of Anti-Red Tape Authority. The harmonized CSM tool was initially administered on-site during its first three (3) months of adoption by the College. As per consolidation, a total of 9,118 responses were gathered from those who responded to the CSM survey, and an aggregate of 30,484 transactions were accounted for, resulting in a response rate of 29.91% for CY 2023.

Meanwhile, below are the consolidated services surveyed by the institution, with their corresponding total number of responses and total transactions per service.

External Services	Responses	Total Transactions
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	321	1,950
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	354	4,434
Enrollment Procedure for Shifters	14	14
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	14	14
Issuance of Academic Credentials	643	1,364
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	331	2,408
CASHIER UNIT		
Collection of School Fees	53	60
Collection of Other Fees	118	134
Issuance of Statement of Accounts	9	9
FINANCE SERVICES		
Payment of Prizes	37	41
Payment of Commercial Claims	262	822
Payment of Honoraria	144	162



HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	57	62
PROCUREMENT UNIT		
Issuance of Bidding Documents	34	37
Issuance & Receipt of Request for Quotation Forms	219	508
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	9	9
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	29	29
Issuance of Excuse Slip for Class Absences	98	112
Issuance of Uniform Pass Slip	34	36
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	185	355
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	28	29
Individual/Group Counseling through Referral	21	21
External Service Total	3,014	12,610
Internal Services	Responses	Total Transactions
CASHIER UNIT		
Collection of Unexpended Funds	18	18
FINANCE SERVICES		
Issuance of Certification	155	258
Payment of Cash Advance for Travelling Expenses	77	96
Payment of Salaries and Wages	195	396
Payment of Reimbursement for Travelling Expenses	198	408
HUMAN RESOURCE MANAGEMENT SECTION		
Application for Travel Order	167	296
Application of Leave Absence	165	287
Issuance for Authority to Travel Abroad	10	10
Issuance for Certificate of Compensatory Overtime Credit	118	169
Issuance of Pay Slip	282	1,052
Issuance of Endorsement Letter to Landbank	33	36
Issuance of List of Employee's Profile	4	4
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-time Personnel)	23	23
Request for Travel Order (within the region and not exceeding 3-days)	327	454
Request for Travel Order (outside the region, and/or exceeding 3-days)	7	7
Payment of Salaries and Wages	18	18
PROCUREMENT UNIT		



Preparation and Submission of Annual Procurement Plan	1	1
Alternative Mode of Procurement	249	708
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	192	382
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	3	3
Processing of Request for Physical Inventory of Property Accountabilities	1	1
Internal Service Total	2,243	4,627
Internal/External Services	Responses	Total Transactions
CASHIER UNIT		
Releasing of Check	136	213
HEALTH SERVICES UNIT		
Processing of Insurance Claims	8	8
Dental Services	150	187
Issuance of Medical Certificate for Employees and Students	219	339
Medical Consultation and Treatment	241	360
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance for Certificate of Employment and Service Record	60	71
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	451	957
Application for Borrower's Card	457	1,753
Open Database Electronic Access Services	179	243
Reading and Circulation Services (Inside Reading, and Borrowing)	1,122	6,370
Returning of Borrowed Library Resources	623	2,334
Application for the Utilization of Audio-Visual Room	225	430
Internal/External Service Total	3,879	13,265
OVERALL TOTAL	9,136	30,502

Analyzing the result of response rate compared to the total number of transactions, factors may include the following: (1) filling out the client satisfaction form is optional and not mandatory, (2) the scope of administration is only the last three months of 2023, and (3) the client satisfaction form is not yet made available online.

On the other hand, the services that had no client in CY 2023 are as follows:

External Service
STUDENTS AFFAIRS AND SERVICES DIVISION
1. Issuance of Certification

As cited above, this external service under Students Affairs and Services Division is mainly responsible for issuing a certification to students who are active officers of various academic clubs and organizations within the institution as a means of verifying the legitimacy of their



membership. This process is one way for students to be able to secure a spot for non-academic awards, particularly the "Leadership Award." However, through the conducted survey for the period October to December 2023, it was found out that there were no recorded transactions for this service. Per process, students opt to present the rating from their adviser instead of the certification as a means of verification for applying for non-academic awards.

III. METHODOLOGY

This study employed a descriptive-quantitative type of research. This is appropriate since the objective of this report is to determine the level of satisfaction of internal and external clients who were given services by the institution. In addition, this survey was scored using a 5-point Likert Scale that lets clients give feedback positively or negatively in numerical data, containing: "Strongly Agree" and "Agree," "Neither Agree or Disagree", "Disagree", and "Strongly Disagree". Further, "N/A or Not Applicable" is given as a choice for questions that do not apply to the services availed of, as shown below:

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

Further, this Client Satisfaction Measurement (CSM) Report involves public government employees and businesses/organizations that are continuously served by the institution. Clients who visited the offices were highly encouraged to take the survey using the printed version of the CSM form. In gathering the data, the DDOSC also highlights its compliance with Republic Act No. 10173, otherwise known as the "Data Privacy Act of 2012," which informs the client that the responses they have given shall be included in any printed and/or electronic reports; however, their data remains safe and secure.

This survey also sought to capture the total client experience, expectations, and satisfaction in the delivered public service by adhering to one of the ARTA's provided CSM templates with the following eight (8) Service Quality Dimensions (SQDs):



- a. **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients.
- b. **Reliability (Quality)** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c. **Access & Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d. **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- e. **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- f. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- g. **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- h. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

The Overall Score for the eight (8) SQDs were computed based on the following formula:

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

The interpretation of the results are 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
--------------	-------------

IV. DATA AND INTERPRETATION

A. Demographic Profile

Age and Sex

Based on the data gathered, it was found that 656 (71.38%) of the clients who were 19 years of age or lower availed the institution's external services. Another 263 respondents (28.61%) availed the institution's internal/external services, while none of the clients used any internal services. This results in 919 total answers.

For the age bracket 20-34, more than half of its population, with 3,344 (52.31%) responses, availed internal/external services, while there were only 1,696 (26.53%) and 1,352 (21.15%) responses gathered from external and internal services, respectively.

Also, clients between the ages of 35 and 49 utilized internal services 823 times (50.67%), external services 541 times (33.31%), and internal/external services 260 times (16.00%) throughout the course of the calendar year.

Additionally, a total of 172 respondents are between the ages of 50 and 64. Of these, 109 (63.37%) availed external services, 60 (34.88%) availed internal services, and only 3 (1.74%) availed the internal/external services.

Moreover, three clients who were 65 years of age or older availed the institution's external services, while 26 clients did not disclose their age.

Overall, these findings under age profiling imply that DDOSC predominantly serves clients from early adulthood to middle adulthood. Factors may include the following: (1) the primary service of DDOSC is offering academic programs to tertiary students who are mostly early adults and (2) the DDOSC has a pool of teaching and non-teaching personnel which ages fall under the brackets 20-34 and 35-49.

Lastly, while 213 (2.33%) of the total samples' respondents did not indicate their gender in the surveys, the analysis reveals a noteworthy sex distribution, with 5,105 (55.87%) respondents identifying as female and 3,818 (41.79%) respondents identifying as male.

D1. Age	External	Internal	Internal/External	Overall
1. 19 or lower	656	0	263	919
2. 20-34	1,696	1,352	3,344	6,392
3. 35-49	541	823	260	1,624
4. 50-64	109	60	3	172
5. 65 or higher	3	0	0	3
6. Did not specify	5	7	14	26



D2. Sex				
1. Male	2,605	290	923	3,818
2. Female	3,182	399	1,524	5,105
3. Did not specify	127	54	32	213

Region

100% of all clients who transacted with DDOSC are residents of Region XI (Davao Region), according to the report. This accounts for 9,136 responses in terms of region of residence.

D3. Region	External	Internal	Internal/External	Overall
1. Region I	0	0	0	0
2. Region II	0	0	0	0
3. Region III	0	0	0	0
4. Region IV-A	0	0	0	0
5. MIMAROPA	0	0	0	0
6. Region V	0	0	0	0
7. Region VI	0	0	0	0
8. Region VII	0	0	0	0
9. Region VIII	0	0	0	0
10. Region IX	0	0	0	0
11. Region X	0	0	0	0
12. Region XI	3,014	2,243	3,879	9,136
13. Region XII	0	0	0	0
14. Region XIII	0	0	0	0
15. NCR	0	0	0	0
16. CAR	0	0	0	0
17. BARMM	0	0	0	0
18. Did not specify	0	0	0	0

Customer Type

DDOSC citizens, comprising students, faculty, and non-teaching personnel, accounted for 5,987 (65.53%) of the total clients that responded. This includes 3,426 respondents from internal/external services, 2,289 from external services, and 272 from internal services.

The remaining respondents, on the other hand, were workers for Local Government Units (LGUs) and other government agencies, accounting for 2,301 (25.18%) of the responses, of which 1,972 were from internal and 329 were from internal/external services. Additionally, 848 (9.28%) of the responses came from businesses or the private sector, with 723 from external and 125 from internal/external services.

Customer Type	External	Internal	Internal/External	Overall
D4. Citizen	2,289	272	3,426	5,987
D4. Business	723	0	125	848
D4. Government	0	1,972	329	2,301
D4. Did not specify	0	0	0	0



B. Count of CC and SQD Results

- CC1. For Awareness of the CC
9,136 respondents (100%) were aware what a Citizen Charter is.
- CC2. Visibility of the CC
9,136 respondents (100%) disclosed that the Citizen Charter was easy to see.
- CC3. Helpfulness of the CC
9,136 respondents (100%) claimed that the Citizen Charter was helpful in their transactions with DDOSC's respective offices where they availed of the service/s.

Citizen's Charter Answers	Responses	Percentage
<i>CC1. Which of the following describes your awareness of the CC?</i>		
1. I know what a CC is and I saw this office's CC.	9,136	100%
2. I know what a CC is but I did not see this office's CC.	0	0%
3. I learned of the CC only when I saw this office's CC.	0	0%
<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
1. Easy to see	9,136	100%
2. Somewhat easy to see	0	0%
3. Difficult to see	0	0%
4. Not visible at all	0	0%
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
1. Helped very much	9,136	100%
2. Somewhat helped	0	0%
3. Did not help	0	0%

Meanwhile, SQD0 results revealed highly commendable client satisfaction from both internal and external services of the institution, recording an overall score of 99.93%, falling under the rating of "Outstanding" as interpreted in this survey. This result constitutes 8,590 (94.02%) responses under the scale of "Strongly Agree," 541 (5.92%) responses under "Agree," while a total of 50 (0.05%) answered "Neither Agree nor Disagree" in the CSM tool.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	8,590	541	50	0	0	0	9,136	99.93%
	(94.02%)	(5.92%)	(0.05%)	(0%)	(0%)	(0%)	(100%)	

In terms of the eight (8) Service Quality Dimensions, an "Outstanding" rating was secured, recording a score range between 99.87-100 percent, as presented in order: 100% for Responsiveness; 99.97% for Integrity; 99.95% for Reliability, Communication, and Outcome; 99.92% for Access and Facilities; 99.87% for Costs; and lastly, 99.80% for Assurance.



The data below shows the breakdown of the results per Service Quality Dimension:

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	8,944	192	0	0	0	0	9,136	100.00%
	(97.89%)	(2.10%)	(0%)	(0%)	(0%)	(0%)	(100%)	
Reliability	9,020	112	4	0	0	0	9,136	99.95%
	(98.73%)	(1.22%)	(0.04%)	(0%)	(0%)	(0%)	(100%)	
Access and Facilities	8,997	132	7	0	0	0	9,136	99.92%
	(98.47%)	(1.44%)	(0.07%)	(0%)	(0%)	(0%)	(100%)	
Communication	9,030	102	4	0	0	0	9,136	99.95%
	(98.83%)	(1.11%)	(0.04%)	(0%)	(0%)	(0%)	(100%)	
Costs	9,038	87	11	0	0	0	9,136	99.87%
	(98.92%)	(0.95%)	(0.12%)	(0%)	(0%)	(0%)	(100%)	
Integrity	9,043	91	2	0	0	0	9,136	99.97%
	(98.98%)	(0.99%)	(0.02%)	(0%)	(0%)	(0%)	(100%)	
Assurance	9,021	97	18	0	0	0	9,136	99.80%
	(98.74%)	(1.06%)	(0.19%)	(0%)	(0%)	(0%)	(100%)	
Outcome	9,057	75	4	0	0	0	9,136	99.95%
	(99.13%)	(0.82%)	(0.04%)	(0%)	(0%)	(0%)	(100%)	
OVERALL	72,150	888	50	0	0	0	73,088	99.93%
	(98.71%)	(1.21%)	(0.06%)	(0%)	(0%)	(0%)	(100%)	

C. Overall Score per Service

Clients have consistently rated external services highly, indicating a strong level of satisfaction with overall rating of 99.93% for the 22 external services provided to them. With this, the College through its nine (9) external services providers shall continue to deliver outstanding client service and support particularly in the eight (8) service quality dimensions.

Meanwhile, results on internal services client satisfaction reveals outstanding ratings, too across the eight (8) service quality dimensions. DDOSC has an overall satisfaction rating of 99.95% under internal services. 8 out of 21 the listed internal services were rated with an overall rating of 100% which imply that employees of DDOSC have high satisfaction in terms of the College's services. With this, further streamlining of internal processes to enhance efficiency within the College's systems may be an area for further developments especially that the College is still a growing community.

There are also remaining 12 services which are offered for both external and internal clients. These services are also critical for they should meet the needs of wider scope of transacting clients including students and employees. These 12 services have an overall satisfaction of 99.92% which falls under outstanding rating.

Overall, both internal and external services have received consistently high satisfaction scores, indicating a strong level of satisfaction among various clients. An overall satisfaction rating of



99.93% indicates outstanding remarks, which should be maintained and further enhance in the coming years.

External Services	Overall Rating
ADMISSION AND STUDENT RECORDS SECTION	
Enrollment Procedure for Freshmen and Transferees	99.90%
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	99.89%
Enrollment Procedure for Shifters	99.95%
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	99.95%
Issuance of Academic Credentials	99.90%
APPRAISAL AND TESTING UNIT	
College Admission Screening Process	99.89%
CASHIER UNIT	
Collection of School Fees	99.90%
Collection of Other Fees	99.89%
Issuance of Statement of Accounts	100.00%
FINANCE SERVICES	
Payment of Prizes	99.90%
Payment of Commercial Claims	99.92%
Payment of Honoraria	99.89%
HEALTH SERVICES UNIT	
Medical Profiling and Physical Examination for Enrollment	99.90%
PROCUREMENT UNIT	
Issuance of Bidding Documents	99.95%
Issuance & Receipt of Request for Quotation Forms	99.90%
STUDENT AFFAIRS AND SERVICES DIVISION	
Issuance of Student Travel Permit for Curricular Off-Campus Activities	100.00%
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	99.95%
Issuance of Excuse Slip for Class Absences	99.90%
Issuance of Uniform Pass Slip	99.92%
SUPPLY AND PROPERTY MANAGEMENT UNIT	
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	99.95%
GUIDANCE AND COUNSELING UNIT	
Walk-in Individual/Group Counseling	99.95%
Individual/Group Counseling through Referral	99.98%
External Service Total	99.93%
Internal Services	Overall Rating
CASHIER UNIT	
Collection of Unexpended Funds	100.00%



FINANCE SERVICES	
Issuance of Certification	99.90%
Payment of Cash Advance for Travelling Expenses	99.95%
Payment of Salaries and Wages	99.90%
Payment of Reimbursement for Travelling Expenses	99.89%
HUMAN RESOURCE MANAGEMENT SECTION	
Application for Travel Order	99.92%
Application of Leave Absence	99.90%
Issuance for Authority to Travel Abroad	100.00%
Issuance for Certificate of Compensatory Overtime Credit	99.95%
Issuance of Pay Slip	99.89%
Issuance of Endorsement Letter to Landbank	99.97%
Issuance of List of Employee's Profile	100.00%
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-time Personnel)	99.95%
Request for Travel Order (within the region and not exceeding 3-days)	99.90%
Request for Travel Order (outside the region, and/or exceeding 3-days)	100.00%
Payment of Salaries and Wages	100.00%
PROCUREMENT UNIT	
Preparation and Submission of Annual Procurement Plan	100.00%
Alternative Mode of Procurement	99.89%
SUPPLY AND PROPERTY MANAGEMENT UNIT	
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	99.90%
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	100.00%
Processing of Request for Physical Inventory of Property Accountabilities	100.00%
Internal Service Total	99.95%
Internal/External Services	
Overall Rating	
CASHIER UNIT	
Releasing of Check	99.90%
HEALTH SERVICES UNIT	
Processing of Insurance Claims	100.00%
Dental Services	99.95%
Issuance of Medical Certificate for Employees and Students	99.92%
Medical Consultation and Treatment	99.90%
HUMAN RESOURCE MANAGEMENT SECTION	
Issuance for Certificate of Employment and Service Record	99.97%
LIBRARY AND LEARNING RESOURCE CENTER SECTION	
Application for Library Card	99.90%
Application for Borrower's Card	99.89%
Open Database Electronic Access Services	99.90%
Reading and Circulation Services (Inside Reading, and Borrowing)	99.89%
Returning of Borrowed Library Resources	99.89%



Application for the Utilization of Audio-Visual Room	99.95%
Internal/External Service Total	99.92%
OVERALL TOTAL	99.93%

V. CONTINUOUS DDOSC IMPROVEMENT PLAN FOR FY 2024

In reference to the above results of CY 2023 Client Satisfaction Measurement, the DDOSC achieved an overall rating of "outstanding" to its external and internal services. However, the College has difficulty in analyzing the CSM data in compliance to the ARTA's guidelines on the implementation of the harmonized client satisfaction measurement which policy routed in year 2022 as the College has already an institutional process on Client Satisfaction Survey since 2019, the year the College was ISO 9001:2015 certified. In order to resolve this concern and at the same time improve College's feedback mechanism, the College, through its CART, opts to highlight in its Continuous Improvement Plan, the streamlining of the harmonized client satisfaction measurement per ARTA guidelines to its ISO 9001:2015 system controls procedure.

Below is the enhanced DDOSC Client Satisfaction Measurement process documented under ISO Quality Management System (9001:2015) which is already streamlined with the implementation of Harmonized Client Satisfaction Measurement. This process defines the conduct of a client satisfaction survey including handling of client complaints and analyzing results thereof. This involves the procedures in utilizing the harmonized client satisfaction measurement tool as prescribed by ARTA to gather feedback from clients, to address clients' feedback particularly complaints and suggestions, and to communicate the results to the concerned action officer, client, and top management, for corresponding and appropriate action.

ACTION STEPS	DETAILS OF ACTION	RESPONSIBLE PERSON/OFFICE	TIMELINE	RECORDS/ EVIDENCE
Review of the Client Satisfaction Measurement process during QMS Manual Review	1. The College through its Quality Assurance Unit calls for a review of the QMS Manual including the Client Satisfaction Measurement process, for enhancement. 2. Once the newly approved QMS Manual is approved by the College President, the QMC then informs the HRMU about the adoption of the new issue status of the process of CSM and its corresponding forms through an advisory.	Quality Assurance Unit Human Resource Management Unit	December 2023	QMS Manual



Prepare Clients Feedback Form	1. Prepare Client's Feedback form which shall be available online and offline (FM-DDOSC-CSS-001). 2. The online form shall be available on the website and email while hard copies shall be made available at the respective front desks of each office. The Quick Response (QR) Code of the online form is also available in each office.	Front Desk Officer/DCC	Every day	FM-DDOSC-CSS-001 (Clients Feedback Form)
Inform Client to fill-out and drop the form/utilize the online form through link	1. The front desk in-charge/Action Officer shall distribute the Client's Feedback form to the clients and inform them to drop the filled-out form at the designated area, while the Online Client's Feedback Form shall be directly recorded in the google link to what campus/branch the Office is based upon submission.	Office concerned / Clients/PACD	Every day	FM-DDOSC-CSS-001 (Clients Feedback Form)
Collect and Tabulate results	1. The PACD shall collect the survey/feedback every Monday at 1:00 PM. It will be consolidated by the Human Resource Management Unit in accordance with the nature of feedback. 2. The Human Resource Management Unit shall prepare the monthly tabulated result of the client's feedback form (FM-DDOSC-CSS-002), highlighting the suggestions and complaints in red and the commendations in yellow for ease of monitoring, and forward the same to the QMC and DQMC every second Friday of the following month.	PACD/HRMU	Weekly Monthly (every second Friday of the following month)	FM-DDOSC-CSS-002 (Monthly Tabulated Result)



	3. Commendations recorded by the Human Resource Management Unit using the monthly tabulated result of the client's feedback form (FM-DDOSC-CSS-002) can also serve as a reference for the College's Program of Awards and Incentives for Service Excellence (PRAISE).			
Analyze results and inform the Top Management and the Concerned Office	1. The QMC shall analyze the received client's feedback result and confirm the indicated client satisfaction rating. Subsequently, the QMC will generate the summary report (FM-DDOSC-CSS-003) for the main campus and the DQMCs for the branches to be submitted to the QMC. 2. The QMC will forward the summary report (FM-DDOSC-CSS-003) from the main and branches to the Top Management every third Wednesday of the following month. 3. Meanwhile, the QMC and DQMCs shall transmit all feedback to the office/division/section/unit/entity for their information (if commendation) or corresponding action (if complaint/suggestion). 4. Upon receipt of complaint/suggestion, the concerned office/division/section/unit/entity shall submit an action plan and Means of Verification of the action taken (refer to Note 5).	DQMC QMC Top Management Office concerned/Personnel	Monthly (every third Wednesday of the following month)	FM-DDOSC- CSS-003 (Summary Report of Client Satisfaction Survey)



Issue CAR/OAP for complaints and Monitor Updates	1. The QMC prepares Corrective Action Request (CAR) through FM-DDOSC-CAR-001 or Observation Action Plan (OAP) through FM-DDOSC-CAR-002. The Corrective Action Request (CAR) (FM-DDOSC-CAR-001) will be utilized for critical or major complaints. Complaints are considered as critical or major if they are non-conformance to the process which will lead to breakdown of the system. The Observation Action Plan (OAP) (FM-DDOSC-CAR-002) will be utilized for minor complaints. Either of the CAR Forms will be transmitted to the concerned office/division/section/unit/entity together with the MOV template and feedback for their action. 2. The QMC/DQMC shall constantly monitor and follow-up updates about the CAR/OAP until the concerned office/division/section/unit/entity submits the filled-out MOV template thereby closing out the complaint/suggestion.	DQMC QMC Concerned Personnel/Office	As applicable	FM-DDOSC-CAR-001 (Corrective Action Request (CAR) Form) FM-DDOSC-CAR-002 (Observation Action Plan (OAP) Form)
Report Updates to the Top Management	1. The QMC shall report updates of CSS results and CAR/OAP status (if there's any) to the Top Management during the Management Review Meeting.	QMC DQMC Top Management		Management Review Minutes
Generation of CSM Report	1. The CART convenes together with the Quality Assurance Unit Head for the assignment of functions of the coming up of the CSM Report. 2. Once the CART Chairperson approved the CSM Report, the same document shall be endorsed to the ARTA on or	CART Quality Assurance Unit Head/QMC	Annually (last day of April or as prescribed by ARTA)	CSM Report



	before of the deadline for the College's compliance.			
--	--	--	--	--

Prepared by:

NOVA MAE BAGO

Quality Assurance Unit Head

Noted by:

LILYBETH M. MATUNHAY, PhD

*Chief for Administration and Finance
CART Chair*



ANNEX A. Survey Questionnaires Used



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

Document Code No.			
FM-DDOSC-CSS-001			
Issue Status	Rev No.	Effective Date	Page No.
04	00	04.04.2023	1 of 1

CLIENT'S FEEDBACK FORM

Your feedback is important to us. Please complete this survey as we will use your responses in continually improving our services. It will only take about 2 minutes of your time. Items with asterisks* require responses. The data gathered through this platform will be handled in accordance with RA 10173 or the Data Privacy Act of 2012.

Data Privacy Notice: Pursuant to RA 10173 otherwise known as the "Data Privacy Act of 2012", DDOSC will include your data in our printed and electronic reports as verifiable evidence in support of your feedback to DDOSC. By accomplishing this feedback form, you are authorizing DDOSC to collect, store and process your information. We will ensure that your data is safe and secure, and the access/usage is limited to our authorized personnel only. If you do not agree, please inform us immediately and we will make appropriate actions to cater your concerns.

Date*: _____ Time*: _____ Mode of Service Delivery*: ☐ ONLINE ☐ WALK-IN
Name of DDOSC's Service Officer*: _____ Name of Action Officer*: _____

Client's Name (optional): _____ Contact Number (optional): _____

Client Classification*:
☐ STUDENT ☐ PARENT/GUARDIAN ☐ EMPLOYEE
☐ BUSINESS ORGANIZATION ☐ GENERAL PUBLIC

GENDER*: ☐ Male ☐ Female ☐ LGBTQ+ ☐ Prefer not to say
AGE GROUP*: ☐ Below 18 ☐ 18-30 ☐ 31-50 ☐ 51-60 ☐ 61 and above

Transaction/Purpose of Visit*:

☐ To Follow-up ☐ To Consult
☐ To Pay ☐ To Inquire
☐ To Request/Submit Documents ☐ To Personally Visit
☐ Others, please specify: _____

Please help us improve our service by rating us. Kindly mark the icon that best describes our service delivery. Thank you.

5 Very Satisfied	4 Satisfied	3 Neither Satisfied nor Dissatisfied	2 Dissatisfied	1 Very Dissatisfied
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

*You may also use this form for commendations, complaints, or suggestions. Simply check the corresponding box and provide the details on the space provided.

☐ Commendation/s ☐ Complaint/s ☐ Suggestion/s

*Please put this form in the drop box. You may also send us your feedback through online feedback form available at the <https://ddosc.edu.ph>

=====





This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

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
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

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
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A



ANNEX B. List of Campuses/Branches (October-December 2023)

Branches	Responses	Total Population (Total Number of Transactions)
COMPOSTELA MAIN CAMPUS	5,820	22,418
MARAGUSAN BRANCH	1,094	4,002
MONTEVISTA BRANCH	1,444	2,595
NEW BATAAN BRANCH	778	1,487
OVERALL TOTAL	9136	30,502



ANNEX C. CSM Results Per Campus/Branch

1. COMPOSTELA MAIN CAMPUS

Citizen's Charter Answers	Responses	Percentage
<i>CC1. Which of the following describes your awareness of the CC?</i>		
4. I know what a CC is and I saw this office's CC.	5,820	100%
5. I know what a CC is but I did not see this office's CC.	0	0%
6. I learned of the CC only when I saw this office's CC.	0	0%
<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
5. Easy to see	5,820	100%
6. Somewhat easy to see	0	0%
7. Difficult to see	0	0%
8. Not visible at all	0	0%
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
4. Helped very much	5,820	100%
5. Somewhat helped	0	0%
6. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	5,726	94	0	0	0	0	5,820	100%
Reliability	5,751	69	0	0	0	0	5,820	100%
Access and Facilities	5,745	75	0	0	0	0	5,820	100%
Communication	5,757	62	1	0	0	0	5,820	99.98%
Costs	5,754	65	1	0	0	0	5,820	99.98%
Integrity	5,759	61	0	0	0	0	5,820	100%
Assurance	5,759	58	3	0	0	0	5,820	99.94%
Outcome	5,762	57	1	0	0	0	5,820	99.98%
OVERALL	46,013	541	6	0	0	0	46,560	99.98%



External Services	Responses	Total Transactions
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	321	1950
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	354	4,434
Enrollment Procedure for Shifters	14	14
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	13	13
Issuance of Academic Credentials	252	728
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	331	2,408
CASHIER UNIT		
Collection of School Fees	0	0
Collection of Other Fees	24	25
Issuance of Statement of Accounts	8	8
FINANCE SERVICES		
Payment of Prizes	37	41
Payment of Commercial Claims	262	822
Payment of Honoraria	144	162
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	21	22
PROCUREMENT UNIT		
Issuance of Bidding Documents	34	37
Issuance & Receipt of Request for Quotation Forms	219	508
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	2	2
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	12	12
Issuance of Certification	0	0
Issuance of Excuse Slip for Class Absences	59	70
Issuance of Uniform Pass Slip	3	3
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	185	355
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	17	18
Individual/Group Counseling through Referral	10	10
External Service Total	2,322	11,642
Internal Services	Responses	Total Transactions
CASHIER UNIT		
Collection of Unexpended Funds	18	18



FINANCE SERVICES		
Issuance of Certification	155	258
Payment of Cash Advance for Travelling Expenses	77	96
Payment of Salaries and Wages	195	396
Payment of Reimbursement for Travelling Expenses	198	408
HUMAN RESOURCE MANAGEMENT SECTION		
Application for Travel Order	167	296
Application of Leave Absence	165	287
Issuance for Authority to Travel Abroad	10	10
Issuance for Certificate of Compensatory Overtime Credit	118	169
Issuance of Pay Slip	282	1,052
Issuance of Endorsement Letter to Landbank	33	36
PROCUREMENT UNIT		
Preparation and Submission of Annual Procurement Plan	1	1
Alternative Mode of Procurement	249	708
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	192	382
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	3	3
Processing of Request for Physical Inventory of Property Accountabilities	1	1
Internal Service Total	1,864	4,121
Internal/External Services	Responses	Total Transactions
CASHIER UNIT		
Releasing of Check	137	213
HEALTH SERVICES UNIT		
Processing of Insurance Claims	7	7
Dental Services	54	63
Issuance of Medical Certificate for Employees and Students	62	74
Medical Consultation and Treatment	62	74
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance for Certificate of Employment and Service Record	60	71
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	184	352
Application for Borrower's Card	308	1,559
Open Database Electronic Access Services	119	173
Reading and Circulation Services (Inside Reading, and Borrowing)	333	2,510
Returning of Borrowed Library Resources	308	1,559
Application for the Utilization of Audio-Visual Room	0	0
Internal/External Service Total	1,634	6,655



OVERALL TOTAL	5,820	22,418
----------------------	--------------	---------------

2. MARAGUSAN BRANCH

Citizen's Charter Answers	Responses	Percentage
<i>CC1. Which of the following describes your awareness of the CC?</i>		
7. I know what a CC is and I saw this office's CC.	1,094	100%
8. I know what a CC is but I did not see this office's CC.	0	0%
9. I learned of the CC only when I saw this office's CC.	0	0%
<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
9. Easy to see	1,094	100%
10. Somewhat easy to see	0	0%
11. Difficult to see	0	0%
12. Not visible at all	0	0%
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
7. Helped very much	1,094	100%
8. Somewhat helped	0	0%
9. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1,070	24	0	0	0	0	1,094	100.00%
Reliability	1,076	16	2	0	0	0	1,094	99.81%
Access and Facilities	1,075	18	1	0	0	0	1,094	99.90%
Communication	1,075	18	1	0	0	0	1,094	99.90%
Costs	1,071	22	1	0	0	0	1,094	99.90%
Integrity	1,077	17	0	0	0	0	1,094	100.00%
Assurance	1,074	19	1	0	0	0	1,094	99.90%
Outcome	1,078	14	2	0	0	0	1,094	99.81%
OVERALL	8,596	148	8	0	0	0	8,752	99.90%



External Services	Responses	Total Transactions
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	0	0
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	0	0
Enrollment Procedure for Shifters	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	0	0
Issuance of Academic Credentials	74	91
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	0	0
CASHIER UNIT		
Collection of School Fees	51	58
Collection of Other Fees	1	1
Issuance of Statement of Accounts	0	0
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	36	40
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	3	3
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	1	1
Issuance of Certification	0	0
Issuance of Excuse Slip for Class Absences	30	33
Issuance of Uniform Pass Slip	24	26
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	0	0
Individual/Group Counseling through Referral	1	1
External Service Total	221	254
Internal Services	Responses	Total Transactions
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	0	0
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	6	6
Request for Travel Order (within the Region and not exceeding 3 days)	103	140
Request for Travel Order (outside the Region, and/or exceeding 3 days)	3	3
Payment of Salaries and Wages	6	6
Internal Service Total	118	155
Internal/External Services	Responses	Total Transactions
HEALTH SERVICES UNIT		
Processing of Insurance Claims	0	0
Dental Services	1	1
Issuance of Medical Certificate for Employees and Students	1	1



Medical Consultation and Treatment	11	11
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	19	20
Application for Borrower's Card	48	55
Open Database Electronic Access Services	58	68
Reading and Circulation Services (Inside Reading, and Borrowing)	336	2,701
Returning of Borrowed Library Resources	248	700
Application for the Utilization of Audio-Visual Room	33	36
Internal/External Service Total	755	3,593
OVERALL TOTAL	1,094	4,002

3. MONTEVISTA BRANCH

Citizen's Charter Answers	Responses	Percentage
<i>CC1. Which of the following describes your awareness of the CC?</i>		
10. I know what a CC is and I saw this office's CC.	1,444	100%
11. I know what a CC is but I did not see this office's CC.	0	0%
12. I learned of the CC only when I saw this office's CC.	0	0%
<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
13. Easy to see	1,444	100%
14. Somewhat easy to see	0	0%
15. Difficult to see	0	0%
16. Not visible at all	0	0%
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
10. Helped very much	1,444	100%
11. Somewhat helped	0	0%
12. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1,392	52	0	0	0	0	1,444	100.00%
Reliability	1,426	18	0	0	0	0	1,444	100.00%
Access and Facilities	1,418	23	3	0	0	0	1,444	99.00%
Communication	1,431	11	2	0	0	0	1,444	99.00%
Costs	1,439	0	5	0	0	0	1,444	99.00%
Integrity	1,439	5	0	0	0	0	1,444	100.00%
Assurance	1,418	14	12	0	0	0	1,444	99.00%



Outcome	1,442	2	0	0	0	0	1,444	100.00%
OVERALL	11,405	125	22	0	0	0	11,552	99.00%

External Services	Responses	Total Transactions
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	0	0
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	0	0
Enrollment Procedure for Shifters	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	0	0
Issuance of Academic Credentials	144	230
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	0	0
CASHIER UNIT		
Collection of School Fees	0	0
Collection of Other Fees	62	74
Issuance of Statement of Accounts	1	1
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	0	0
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	2	2
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	7	7
Issuance of Certification	0	0
Issuance of Excuse Slip for Class Absences	1	1
Issuance of Uniform Pass Slip	1	1
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	11	11
Individual/Group Counseling through Referral	0	0
External Service Total	229	327
Internal Services	Responses	Total Transactions
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	1	1
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	7	7
Request for Travel Order (within the Region and not exceeding 3 days)	109	151
Request for Travel Order (outside the Region, and/or exceeding 3 days)	1	1
Payment of Salaries and Wages	6	6
Internal Service Total	124	166



Internal/External Services	Responses	Total Transactions
HEALTH SERVICES UNIT		
Processing of Insurance Claims	1	1
Dental Services	4	4
Issuance of Medical Certificate for Employees and Students	157	264
Medical Consultation and Treatment	157	264
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	229	565
Application for Borrower's Card	102	139
Open Database Electronic Access Services	0	0
Reading and Circulation Services (Inside Reading, and Borrowing)	201	420
Returning of Borrowed Library Resources	45	51
Application for the Utilization of Audio-Visual Room	195	394
Internal/External Service Total	1,091	2,102
OVERALL TOTAL	1,444	2,595

4. NEW BATAAN BRANCH

Citizen's Charter Answers	Responses	Percentage
<i>CC1. Which of the following describes your awareness of the CC?</i>		
13. I know what a CC is and I saw this office's CC.	778	100%
14. I know what a CC is but I did not see this office's CC.	0	0%
15. I learned of the CC only when I saw this office's CC.	0	0%
<i>CC2. If aware of CC, would you say that the CC of this office was...?</i>		
17. Easy to see	778	100%
18. Somewhat easy to see	0	0%
19. Difficult to see	0	0%
20. Not visible at all	0	0%
<i>CC3. If aware of CC, how much did the CC help you in your transaction?</i>		
13. Helped very much	778	100%
14. Somewhat helped	0	0%
15. Did not help	0	0%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	756	22	0	0	0	0	778	100%
Reliability	767	9	2	0	0	0	778	99.74%
Access and Facilities	759	16	3	0	0	0	778	99.61%
Communication	767	11	0	0	0	0	778	100%



Costs	774	0	4	0	0	0	778	99.48%
Integrity	768	8	2	0	0	0	778	99.74%
Assurance	770	6	2	0	0	0	778	99.74%
Outcome	775	2	1	0	0	0	778	99.87%
OVERALL	6,136	74	14	0	0	0	6,224	99.77%

External Services	Responses	Total Transactions
ADMISSION AND STUDENT RECORDS SECTION		
Enrollment Procedure for Freshmen and Transferees	0	0
Enrollment Procedure for Returnees and Incoming 2 nd Year to 4 th Year Students	0	0
Enrollment Procedure for Shifters	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	1	1
Issuance of Academic Credentials	173	315
APPRAISAL AND TESTING UNIT		
College Admission Screening Process	0	0
CASHIER UNIT		
Collection of School Fees	2	2
Collection of Other Fees	31	34
Issuance of Statement of Accounts	0	0
HEALTH SERVICES UNIT		
Medical Profiling and Physical Examination for Enrollment	0	0
STUDENT AFFAIRS AND SERVICES DIVISION		
Issuance of Student Travel Permit for Curricular Off-Campus Activities	2	2
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	9	9
Issuance of Certification	0	0
Issuance of Excuse Slip for Class Absences	8	8
Issuance of Uniform Pass Slip	6	6
GUIDANCE AND COUNSELING UNIT		
Walk-In Individual/Group Counseling	0	0
Individual/Group Counseling through Referral	10	10
External Service Total	242	387
Internal Services	Responses	Total Transactions
HUMAN RESOURCE MANAGEMENT SECTION		
Issuance of List and Employee's Profile	3	3



Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-Time Personnel)	10	10
Request for Travel Order (within the Region and not exceeding 3 days)	115	163
Request for Travel Order (outside the Region, and/or exceeding 3 days)	3	3
Payment of Salaries and Wages	6	6
Internal Service Total	137	185
Internal/External Services	Responses	Total Transactions
HEALTH SERVICES UNIT		
Processing of Insurance Claims	0	0
Dental Services	91	119
Issuance of Medical Certificate for Employees and Students	0	0
Medical Consultation and Treatment	11	11
LIBRARY AND LEARNING RESOURCE CENTER SECTION		
Application for Library Card	19	20
Application for Borrower's Card	0	0
Open Database Electronic Access Services	2	2
Reading and Circulation Services (Inside Reading, and Borrowing)	253	739
Returning of Borrowed Library Resources	23	24
Application for the Utilization of Audio-Visual Room	0	0
Internal/External Service Total	399	915
OVERALL TOTAL	778	1,487