



Davao de Oro State College (DdOSC)

Client Satisfaction Measurement Report

Calendar Year 2025 (Consolidated)

Endorsed by:

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APPROVAL SHEET

This report, titled “***Client Satisfaction Measurement Report for Calendar Year 2025 (Consolidated)***,” was consolidated and prepared by the DdOSC Quality Assurance Unit in compliance with the guidelines issued by the Anti-Red Tape Authority (ARTA) through Memorandum Circular No. 2022-05 dated September 20, 2022, entitled “*Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*,” as amended by ARTA Memorandum Circular No. 2023-05 dated June 8, 2023, and reiterated through ARTA Advisory No. 2026-007.

The report has undergone thorough review and discussion by the Davao de Oro State College (DDOSC) Committee on Anti-Red Tape (CART).

Approved and signed this 29th day of April 2026 at the Davao de Oro State College Main Campus, Poblacion, Compostela, Davao de Oro, Philippines.

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1. OVERVIEW

1.1 Brief History of the Organization

The Davao de Oro State College (DDOSC), formerly known as Compostela Valley State College (CVSC), was established through Republic Act No. 10598 signed on June 4, 2013. It was renamed Davao de Oro State College in 2021 through Republic Act No. 11575.

The Davao de Oro State College’s main campus is located at the Barangay Poblacion of the municipality of Compostela. Along with its creation is the establishment of its distinct branches as defined in the law which are located in the municipalities of Maragusan, Montevista, and New Bataan, respectively.

1.2 Adoption of the Harmonized Client Satisfaction Measurement

With its commitment to upholding high standards of quality and excellence across its core functions, including instruction, research, extension, production, and student support services, the Davao de Oro State College, carried out that purpose with the aim of effectively addressing the needs of both internal and external stakeholders while promoting good governance, adheres to applicable regulations, and continuously pursues improvements in service delivery. The Davao de Oro State College has adopted the harmonized Client Satisfaction Measurement (CSM) tool in support of Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and Anti-Red Tape Act of 2007. This survey forms part of the institution’s commitment to continuous improvement process and compliance with ISO 9001:2015 Quality Management System, particularly Clause 9.1.2 on Customer Satisfaction. The CSM tool enables the institution to collect data/feedbacks from internal and external clients who have engaged with various frontline offices. Through this mechanism, the institution is able to evaluate client satisfaction, identify areas for improvement, and enhance the overall quality of public service. The findings serve as a basis for refining services to ensure responsiveness to client needs and expectations.

Further, the CSM tool captures essential information, including: (1) type of client; (2) demographic profile such as age, gender, and region of residence; (3) specific frontline services availed; (4) level of awareness, visibility, and usefulness of the Citizen’s Charter (CC); and (5) service quality dimensions (SQDs). The consolidated results, together with their corresponding interpretations—particularly on the Citizen’s Charter, survey response rate, and overall SQD score—as presented below:

Indicators	Score		
	Internal	External	Overall
Citizens Charter Awareness	N/A	N/A	96.02%
Citizens Charter Visibility	N/A	N/A	90.53%
Citizens Charter Helpfulness	N/A	N/A	91.97%
Response Rate	93.50%	87.42%	88.28%
SQD Score (SQD 0)	99.86%	99.49%	99.54%
SQD Overall Score (SQD 1-8)	99.82%	99.97%	99.11%

Table 1. Overview of the Consolidated Results

2. COVERAGE

2.1 Survey Period and Administration Tool

The client satisfaction survey was conducted by Davao de Oro State College throughout Calendar Year 2025, utilizing the Harmonized CSM survey tool from January to December across its four campuses. This report presents the results of the year-round client satisfaction measurement covering all services, composed of internal and external services as reflected in the DdOSC Citizens Charter 2025. Hence, this document presents the results in a manner distributed into (1) external services, (2) internal services, and (3) overall services.



Furthermore, the survey tool used by the College in 2025 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 onsite and online, depending on how clients availed of the College’s services. Clients who availed of onsite services were typically provided with printed feedback forms, while those availing of services online completed the survey digitally.

2.2 Breakdown of Responses and Transactions per Service

The DdOSC CSM Survey for CY 2025 gathered a total of 47,619 responses, representing an 88.28% response rate out of 53,941 frontline service transactions. In addition to the total responses and total transactions, the minimum required responses are provided in the last column to demonstrate the use of the prescribed ARTA calculator (<https://tinyurl.com/CSMRsamplesize>).

Presented below is the list of external and internal services of the College, arranged in the same manner as in the DdOSC Citizens Charter 2025, including the total number of responses, total transactions, and minimum required responses per service. These are presented in three sections: (1) external services with a response rate of 87.42%, (2) internal services with a response rate of 93.50%, and (3) overall services with a response rate of 88.28%.

External Services	Total Responses	Total Transactions	Minimum Required
ADMISSION AND STUDENT RECORDS UNIT/SECTION			
Enrollment Procedure for Freshmen	2056	2104	990
Enrollment Procedure for Transferees	55	55	50
Enrollment Procedure for Returning Students	293	293	192
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	5269	5547	2242
Enrollment Procedure for Shifters	64	64	55
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	48	48	48
Issuance of Academic Credentials	4916	5138	3586
APPRAISAL AND TESTING SECTION			
College Admission Screening Process for Senior High School Applicants	749	2133	612
College Admission Screening Process for Transferee Applicants	29	30	28
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	5	5	5
College Admission Screening Process for ALS Applicants (Eligible for College)	0	0	0
College Admission Screening Process – Processing of Test Results	1160	2442	810
CASHIERING UNIT/SECTION			
Collection of School Fees	457	461	385
Process for Claiming of Checks	179	179	164
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	394	394	343
FINANCE SERVICES			
Payment of Prizes	8	8	8
Payment of Commercial Claims	175	175	160
Payment of Honoraria	30	30	30
GUIDANCE AND COUNSELING SECTION			



Walk-in Individual/Group Counseling	145	145	129
Individual/Group Counseling through Referral	2	2	2
Intake Interview	109	110	102
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Students	17	17	17
Dental Services for Students	83	83	83
Issuance of Medical Certificate for Students	1836	1902	1290
Medical Consultation and Treatment for Students	2003	2177	1571
Medical Profiling and Physical Examination for Enrollment	2143	2661	872
HUMAN RESOURCE MANAGEMENT UNIT			
Issuance for Certificate of Employment for Inactive Employee	8	8	7
Issuance for Service Record for Inactive Employee	3	3	3
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Application for Library Card	1952	2065	1309
Open Database Electronic Access Services (Students)	2702	3554	1934
Open Database Electronic Access Services (Outside Researcher)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	12081	12941	4052
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	33	34	32
Returning of Borrowed Library Resources (Students)	471	472	431
Returning of Borrowed Library Resources (Outside Researcher)	26	26	24
PROCUREMENT UNIT			
Issuance of Acquiring Bidding Documents	3	3	3
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION			
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	142	142	142
Issuance of Student Travel Permit for Educational Tours/Field Trips	3	3	3
Issuance of Good Moral Certificate	608	621	548
STUDENT DISCIPLINE SECTION			
Student Disciplinary and Grievance	0	0	0
SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION			
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	47	52	46
Borrowing of Sports, Cultural, and Arts Equipment	23	23	22



STUDENT PUBLICATION/YEARBOOK SECTION			
Screening of Applicants for Student Publication	0	0	0
Publication of Newsletter/Literary Folio	0	0	0
STUDENT COUNCIL AND ORGANIZATION SECTION			
Processing of Application for Accreditation of Student Organization	17	17	17
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	123	124	107
External Service Total	40467	46291	22454
Internal Services	Total Responses	Total Transactions	Minimum Required
CASHIERING UNIT/SECTION			
Process for Claiming of Checks	113	113	107
Collection of Unexpended Funds	0	0	0
FINANCE SERVICES			
Issuance of Certification	14	14	14
Payment of Cash Advance for Travelling Expenses	99	104	96
Payment of Salaries and Wages	97	97	96
Payment of Reimbursement for Travelling Expenses	242	244	228
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Employees	18	18	18
Dental Services for Employees	24	24	23
Issuance of Medical Certificate for Employees	15	15	15
Medical Consultation and Treatment for Employees	664	736	584
HUMAN RESOURCE MANAGEMENT UNIT/SECTION			
Application for Travel Order (1-3 Days of Travel)	712	767	618
Application of Travel Order (Beyond 3 Days of Travel)	75	75	71
Application of Leave of Absence (1-3 Days of Leave)	984	1132	836
Application of Leave of Absence (Beyond 3 Days of Leave)	75	76	73
Issuance for Authority to Travel Abroad	34	34	33
Issuance for Certificate of Compensatory Overtime Credit	530	532	450
Issuance of Pay Slip for Loan Purposes	232	233	207
Issuance of Endorsement Letter to Landbank	26	26	26
Issuance for Certificate of Employment for Active Employee	258	271	244
Issuance for Service Record for Active Employee	15	16	15
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	6	6	6



Application of Travel Order (within the Region and not exceeding 3-days)	1459	1552	1319
Application for Travel Order (outside the Region, and/or exceeding 3-days)	73	77	72
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Open Database Electronic Access Services (Employees)	5	5	5
Reading and Circulation Services (Inside Reading and Borrowing)	145	145	136
Returning of Borrowed Library Resources	138	138	135
Application for the Utilization of Audio-Visual Room	172	172	170
PROCUREMENT UNIT			
Processing of Purchase Orders for Alternative Mode of Procurement	687	769	617
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	128	132	127
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	112	119	105
Processing of Request for Physical Inventory of Property Accountabilities	0	0	0
Internal Service Total	7152	7650	6454
OVERALL TOTAL	47619	53941	28908

Table 2. Breakdown of Responses and Transactions per Service

The CSM Survey calendar year 2025 shows significant improvement in the rise of number of responses compared to CSMR 2024’s overall total response rate of 58.53%. This is concrete evidence of the College’s enhanced efforts in promoting Client Satisfaction Measurement (CSM) Tool implementation.

Meanwhile, there are offices that had no recorded transaction for CY 2025. The offices are presented on the table below:

External Services	Internal Services
Appraisal and Testing Section College Admission Screening Process for ALS Applicants (Eligible for College)	Cashiering Unit/Section Collection of Unexpended Funds
Library and Learning Resource Unit Open Database Electronic Access Services (Outside Researcher)	Supply and Property Management Unit Processing of Request for Physical Inventory of Property Accountabilities
Student Discipline Section Student Disciplinary and Grievance	
Student Publication/Yearbook Section - Screening of Applicants for Student Publication - Publication of Newsletter/Literary Folio	

3. METHODOLOGY

3.1 Utilization of Google Forms for Online Survey Feedback Collection

DdOSC utilizes Google Forms, a free web-based application that enables users to create and distribute online forms and surveys. This approach allowed the College to efficiently collect, organize, and consolidate feedback across all campuses. Clients could access the survey through a direct [link](#) or by scanning a Quick Response (QR) code, enabling the institution to increase responses from clients served by the respective frontline offices.



Figure 1. Sample Posted QR Code in Offices for the DdOSC CSM Online Survey

3.2 Survey Scale

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

Table 3. 5-Point Likert Scale Used in 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 within CY 2025. 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.

In the conduct of data collection, DdOSC affirms its strict compliance with Republic Act No. 10173 and its Implementing Rules and Regulations. This ensures that informed consent is obtained from clients prior to the collection of any personal or sensitive personal information.

To uphold data privacy and protect clients’ rights, DdOSC implements appropriate and stringent data protection measures. The Human Resource Management Unit (HRMU) and



Anti-Red Tape Section (ARTS) personnel assigned to each campus are responsible for the consolidation of data, while the Customer Satisfaction Measurement (CSM) Officer-in-Charge of the Quality Assurance Unit (QAU) oversees the tabulation process until the publication of the CSMR. Access to collected data is strictly limited to the authorized personnel.

This structured approach ensures the confidentiality, integrity, and security of all information gathered, thereby reinforcing DdOSC’s commitment to transparency and accountability in data management.

3.4 Service Quality Dimensions and Interpretation of Results

This Client Satisfaction Measurement (CSM) survey was conducted to capture the overall client experience, expectations, and level of satisfaction with the public services delivered. It follows the Anti-Red Tape Authority (ARTA) CSM template, which incorporates the Service Quality Dimension 0 and Service Quality Dimensions 1-8.

- 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.

Overall Score

=

Number of “Strongly Agree” answers + Number of “Agree” answers

Total Number of Respondents – Number of “N/A” answers

x

100

Table 4. Service Quality Dimensions (SQDs) Formula

The Interpretation of 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

Table 5. Interpretation of Results

4. DATA INTERPRETATION

4.1 Demographic Profile

4.1.1 Age



A total of 47,619 clients responded to the Client Satisfaction Measurement conducted by Davao de Oro State College for Calendar Year 2025, covering frontline services across its four campuses.

The largest group of respondents falls within the 18–30 age group, with 41,656 (87.59%) of the total responses, reflecting the College’s predominant student population and the high volume of transactions involving students across frontline services.

Respondents aged 31–50 accounted for 3,399 (7.14%) of the total responses, representing the second largest group who accessed frontline services. This may be attributed to parents, guardians, alumni, and external stakeholders transacting with the College.

The 51–60 age group recorded only 75 (0.16%) responses, while those aged 61 years old and above registered 33 (0.07%), indicating low participation from older clients. This suggests that engagement with the CSM survey remains more accessible to younger and more active client groups.

There were also 417 (0.88%) responses from clients who did not specify their age. While minimal, this reflects instances where respondents opted not to disclose personal information during the survey.

Age Group	Number of Clients
Below 18	2039
18-30	41656
31-50	3399
51-60	75
61 and above	33
Did not specify	417
Total	47619

Table 6. Distribution of Responses by Age

4.1.2 Gender

More than half of the respondents of the Client Satisfaction Measurement Survey for CY 2025 were female, with 26,940 (56.57%) of the total responses. This reflects the higher participation of women in responding to the CSM survey, which may also correspond to the composition of clients accessing frontline services in the College.

Male respondents totaled 16,661 (34.99%), indicating that frontline services were likewise accessed by male clients, who were able to provide feedback on the performance of personnel and offices through the survey.

Respondents who identified as part of the LGBTQ+ community recorded 737 (1.55%) of the total responses, showing representation in terms of access to the CSM survey across diverse client groups.

Meanwhile, 270 (0.57%) respondents withheld their identity, while 3,011 (6.32%) did not specify their gender. These responses indicate that some clients opted not to disclose personal information while still participating in the survey.

Gender	Number of Clients
Male	16661
Female	26940
LGBTQ+	737
Prefer not to say	270
Did not specify	3011
Total	47619

Table 7. Distribution of Responses by Gender



4.1.3 Region of Residence

A total of 47,603 (99.97%) respondents of the CSM Survey for CY 2025 were from the Davao Region, where DdOSC is located, while only 16 out of 47,619 respondents came from outside the region.

This indicates that the majority of respondents are local to the Davao Region, underscoring the College’s strong engagement and reach among its primary stakeholders.

Moreover, the data reflects continued public interest in DdOSC’s programs and services. With the availability of online platforms, information about the College remains easily accessible, enabling clients within and outside Region XI to conveniently engage with and learn more about DdOSC.

Region	Number of Clients
Region XI	47603
Other Regions	16
Total	47619

Table 8. Distribution of Responses by Region of Residence

4.1.4 Customer Type

Most of the respondents were citizens, totaling 46,440 (97.52%), reflecting the highest engagement in frontline services. This largely represents students, faculty, and staff of DdOSC who regularly transact with the College.

Government respondents followed, with 322 (0.68%) of the total responses, indicating participation from stakeholders coming from other government offices who availed of the College’s services.

Business respondents numbered 230 (0.48%) out of the total 47,619 responses, showing minimal engagement from private sector stakeholders.

Meanwhile, 628 respondents withheld their customer type, indicating that some clients opted not to disclose this information while still participating in the survey.

Customer Type	Number of Clients
Citizen	46440
Business	230
Government	322
Did not specify	627
Total	47619

Table 9. Distribution of Responses by Customer Type

4.2 Citizens Charter (CC) Results

DdOSC’s Citizens Charter for CY 2025 reflects an excellent perception among clients in the delivery of frontline services across all campuses.

In terms of CC Awareness (CC1), 43,155 (90.63%) respondents indicated that they are aware of the Citizens Charter, having seen it displayed in frontline offices. Meanwhile, 1,357 (2.85%) responded that they have not seen the Citizens Charter, while 1,898 (3.99%) are not aware of it. This shows that the majority of clients are informed of the Citizens Charter, although a small portion remains unreached.

For CC Visibility (CC2), 43,111 (90.53%) respondents stated that the Citizens Charter is easy to see, while 2,210 (4.64%) found it somewhat easy to see. A minimal number of respondents indicated visibility concerns, with 297 (0.62%) stating it is difficult to see and 91 (0.19%) reporting that no Citizens Charter is visible at all. Meanwhile, 1,901 (4.01%) withheld their



responses. These results suggest that the Citizens Charter is generally well-positioned in frontline offices, with minor areas for improvement in visibility.

Regarding CC Usefulness (CC3), 43,795 (91.97%) respondents expressed that the Citizens Charter helped them very much in their transactions, while 1,783 (3.74%) stated that it somewhat helped them. Only 56 (0.12%) respondents indicated that it did not help them, while 1,985 (4.17%) withheld their responses. This reflects that the Citizens Charter serves as an effective guide for clients in availing services.

Overall, the Citizens Charter of DdOSC for CY 2025 demonstrates a high level of client satisfaction, reflecting its effectiveness as a tool in supporting transparent and efficient service delivery to stakeholders.

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.	43155	90.63%
2. I know what a CC is but I did not see this office's CC.	1357	2.85%
3. I learned of the CC only when I saw this office's CC.	1209	2.54%
4. I do not know what a CC is, and I did not see one in this office.	1898	3.99%
CC Awareness Score (The sum of the results of CC1.1 to CC1.3.)	96.02%	
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43116	90.53%
2. Somewhat easy to see	2210	4.64%
3. Difficult to see	297	0.62%
4. Not visible at all	91	0.19%
5. N/A	1910	4.01%
CC Visibility Score (The results of CC 2.1 question.)	90.53%	
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43795	91.97%
2. Somewhat helped	1783	3.74%
3. Did not help	56	0.12%
4. N/A	1985	4.17%
CC Helpfulness Score (The results of CC 3.1 question.)	91.97%	

Table 10. Citizen's Charter Results

4.3 Service Quality Dimensions Results

4.3.1 Overall Service Quality Dimension

For CY 2025, the SQD results show a high level of satisfaction among clients who engaged in DdOSC's frontline services.

The data shows that Overall Satisfaction (SQD 0) reached 99.54%, conveying an outstanding rating that reflects clients' overall satisfaction with the services delivered.

Across the eight specific service quality dimensions (SQD 1–8), the overall satisfaction rating was 99.11%, also interpreted as Outstanding. The highest ratings were recorded in Reliability (99.43%), Assurance (99.38%), and Integrity (99.34%), indicating that clients highly value the College's consistent service delivery, competence of personnel, and adherence to ethical standards.



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	38841	8541	192	11	17	17	47619	99.54%
	81.57%	17.94%	0.40%	0.02%	0.04%	0.04%	100.00%	

Table 11. Overall SQD 0 Result

SQD	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	36239	10481	492	90	21	296	47619	98.73%
	76.10%	22.01%	1.03%	0.19%	0.04%	0.62%	100.00%	
SQD 2 Reliability	37326	9966	252	8	10	57	47619	99.43%
	78.38%	20.93%	0.53%	0.02%	0.02%	0.12%	100.00%	
SQD 3 Access and Facilities	29047	7138	309	39	10	11076	47619	99.02%
	61.00%	14.99%	0.65%	0.08%	0.02%	23.26%	100.00%	
SQD 4 Communication	36894	10087	410	31	10	187	47619	99.05%
	77.48%	21.18%	0.86%	0.07%	0.02%	0.39%	100.00%	
SQD 5 Costs	5830	2616	142	38	33	38960	47619	97.54%
	12.24%	5.49%	0.30%	0.08%	0.07%	81.82%	100.00%	
SQD 6 Integrity	37724	9037	314	30	14	500	47619	99.24%
	79.22%	18.98%	0.66%	0.06%	0.03%	1.05%	100.00%	
SQD 7 Assurance	38337	8945	272	14	8	43	47619	99.38%
	80.51%	18.78%	0.57%	0.03%	0.02%	0.09%	100.00%	
SQD 8 Outcome	37794	9323	365	19	10	108	47619	99.17%
	79.37%	19.58%	0.77%	0.04%	0.02%	0.23%	100.00%	
Overall (SQD 1-8)	259191	67593	2556	269	116	51227	380952	99.11%
	68.04%	17.74%	0.67%	0.07%	0.03%	13.45%	100.00%	

Table 12. Overall SQD 1-8 Results

Summary and Interpretation of Overall SQD Results

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.54%	Outstanding
SQD 1 Responsiveness	98.73%	Outstanding
SQD 2 Reliability	99.43%	Outstanding
SQD 3 Access and Facilities	99.02%	Outstanding
SQD 4 Communication	99.05%	Outstanding
SQD 5 Costs	97.54%	Outstanding
SQD 6 Integrity	99.24%	Outstanding
SQD 7 Assurance	99.38%	Outstanding
SQD 8 Outcome	99.17%	Outstanding
Overall SQD 1-8 Results	99.11%	Outstanding

Table 13. Overall SQD Results Summary

4.3.2 Service Quality Dimensions for External Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	32005	8239	184	7	17	15	40467	99.49%
	79.09%	20.36%	0.45%	0.02%	0.04%	0.04%	100.00%	

Table 14. SQD 0 Result for External Services



SQD	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 <i>Responsiveness</i>	29623	10065	479	79	18	203	40467	98.57%
	73.20%	24.87%	1.18%	0.20%	0.04%	0.50%	100.00%	
SQD 2 <i>Reliability</i>	30596	9563	244	5	9	50	40467	99.36%
	75.61%	23.63%	0.60%	0.01%	0.02%	0.12%	100.00%	
SQD 3 <i>Access and Facilities</i>	23810	6888	306	38	10	9415	40467	98.86%
	58.84%	17.02%	0.76%	0.09%	0.02%	23.27%	100.00%	
SQD 4 <i>Communication</i>	30218	9666	401	26	10	146	40467	98.92%
	74.67%	23.89%	0.99%	0.06%	0.02%	0.36%	100.00%	
SQD 5 <i>Costs</i>	5533	2571	142	37	31	32153	40467	97.47%
	13.67%	6.35%	0.35%	0.09%	0.08%	79.45%	100.00%	
SQD 6 <i>Integrity</i>	30963	8658	317	26	13	490	40467	99.11%
	76.51%	21.40%	0.78%	0.06%	0.03%	1.21%	100.00%	
SQD 7 <i>Assurance</i>	31566	8567	281	11	7	35	40467	99.26%
	78.00%	21.17%	0.69%	0.03%	0.02%	0.09%	100.00%	
SQD 8 <i>Outcome</i>	31040	8928	359	16	24	100	40467	99.01%
	76.70%	22.06%	0.89%	0.04%	0.06%	0.25%	100.00%	
Overall (SQD 1-8)	213349	64906	2529	238	122	42592	323736	99.97%
	65.90%	20.05%	0.78%	0.07%	0.04%	13.16%	100.00%	

Table 15. SQD 1-8 Results for External Services

4.3.3 Service Quality Dimensions for Internal Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	6808	332	5	4	1	2	7152	99.86%
	95.19%	4.64%	0.07%	0.06%	0.01%	0.03%	100.00%	

Table 16. SQD Result for Internal Services

SQD	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 <i>Responsiveness</i>	6639	397	11	7	4	94	7152	99.69%
	92.83%	5.55%	0.15%	0.10%	0.06%	1.31%	100.00%	
SQD 2 <i>Reliability</i>	6610	389	4	3	1	145	7152	99.89%
	92.42%	5.44%	0.06%	0.04%	0.01%	2.03%	100.00%	
SQD 3 <i>Access and Facilities</i>	5237	250	3	1	0	1661	7152	99.93%
	73.22%	3.50%	0.04%	0.01%	0.00%	23.22%	100.00%	
SQD 4 <i>Communication</i>	6672	426	9	5	0	40	7152	99.80%
	93.29%	5.96%	0.13%	0.07%	0.00%	0.56%	100.00%	
SQD 5 <i>Costs</i>	294	50	0	1	2	6805	7152	99.14%
	4.11%	0.70%	0.00%	0.01%	0.03%	95.15%	100.00%	
SQD 6 <i>Integrity</i>	6759	366	12	4	1	10	7152	99.76%
	94.51%	5.12%	0.17%	0.06%	0.01%	0.14%	100.00%	
SQD 7 <i>Assurance</i>	6757	378	6	3	1	7	7152	99.86%
	94.48%	5.29%	0.08%	0.04%	0.01%	0.10%	100.00%	
SQD 8 <i>Outcome</i>	6754	395	6	3	1	8	7167	99.86%
	94.24%	5.51%	0.08%	0.04%	0.01%	0.11%	100.00%	
Overall (SQD 1-8)	45722	2651	51	27	10	8770	57231	99.82%
	79.89%	4.63%	0.09%	0.05%	0.02%	15.32%	100.00%	

Table 17. SQD 1-8 Results for Internal Services



4.4 Overall Rating per Service and Interpretation of Results

DdOSC’s Client Satisfaction Measurement (CSM) for CY 2025 reflects an outstanding performance across all frontline services, with an overall rating of 98.36%.

External services recorded a 99.25% satisfaction rating, indicating sustained improvement compared to the previous calendar year and demonstrating the College’s strengthened delivery of public-facing services.

Internal services, on the other hand, achieved a 99.82% rating, underscoring a high level of efficiency and service reliability within institutional processes.

These results collectively affirm DdOSC’s commitment to delivering quality public service, maintaining efficient and responsive systems, and consistently advancing client-centered practices across all units and campuses.

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT/SECTION		
Enrollment Procedure for Freshmen	99.08%	Outstanding
Enrollment Procedure for Transferees	99.21%	Outstanding
Enrollment Procedure for Returning Students	100.00%	Outstanding
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	99.28%	Outstanding
Enrollment Procedure for Shifters	100.00%	Outstanding
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	100.00%	Outstanding
Issuance of Academic Credentials	99.36%	Outstanding
APPRAISAL AND TESTING SECTION		
College Admission Screening Process for Senior High School Applicants	97.03%	Outstanding
College Admission Screening Process for Transferee Applicants	93.79%	Very Satisfactory
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	100.00%	Outstanding
College Admission Screening Process for ALS Applicants (Eligible for College)	NT	N/A
College Admission Screening Process – Processing of Test Results	95.91%	Outstanding
CASHIERING UNIT/SECTION		
Collection of School Fees	99.91%	Outstanding
Process for Claiming of Checks	99.89%	Outstanding
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	99.90%	Outstanding
FINANCE SERVICES		
Payment of Prizes	100.00%	Outstanding
Payment of Commercial Claims	99.80%	Outstanding
Payment of Honoraria	100.00%	Outstanding
GUIDANCE AND COUNSELING SECTION		
Walk-in Individual/Group Counseling	99.82%	Outstanding
Individual/Group Counseling through Referral	100.00%	Outstanding
Intake Interview	99.84%	Outstanding



HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Students	99.62%	Outstanding
Dental Services for Students	95.33%	Outstanding
Issuance of Medical Certificate for Students	97.92%	Outstanding
Medical Consultation and Treatment for Students	99.65%	Outstanding
Medical Profiling and Physical Examination for Enrollment	97.24%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment for Inactive Employee	100.00%	Outstanding
Issuance for Service Record for Inactive Employee	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Application for Library Card	99.45%	Outstanding
Open Database Electronic Access Services (Students)	99.51%	Outstanding
Open Database Electronic Access Services (Outside Researcher)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	99.43%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	100.00%	Outstanding
Returning of Borrowed Library Resources (Students)	99.52%	Outstanding
Returning of Borrowed Library Resources (Outside Researcher)	100.00%	Outstanding
PROCUREMENT UNIT		
Issuance of Acquiring Bidding Documents	100.00%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION		
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Educational Tours/Field Trips	100.00%	Outstanding
Issuance of Good Moral Certificate	99.71%	Outstanding
STUDENT DISCIPLINE SECTION		
Student Disciplinary and Grievance	NT	N/A
SPORTS CULTURAL AND ART'S DEVELOPMENT SECTION		
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	99.39%	Outstanding
Borrowing of Sports, Cultural, and Arts Equipment	100.00%	Outstanding
STUDENT PUBLICATION/YEARBOOK SECTION		
Screening of Applicants for Student Publication	NT	N/A
Publication of Newsletter/Literary Folio	NT	N/A



STUDENT COUNCIL AND ORGANIZATION SECTION		
Processing of Application for Accreditation of Student Organization	100.00%	Outstanding
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	99.86%	Outstanding
External Service Average	99.25%	Outstanding
CASHIERING UNIT/SECTION		
Process for Claiming of Checks	100.00%	Outstanding
Collection of Unexpended Funds	NT	N/A
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	99.59%	Outstanding
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Employees	100.00%	Outstanding
Dental Services for Employees	100.00%	Outstanding
Issuance of Medical Certificate for Employees	100.00%	Outstanding
Medical Consultation and Treatment for Employees	99.89%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT/SECTION		
Application for Travel Order (1-3 Days of Travel)	99.99%	Outstanding
Application of Travel Order (Beyond 3 Days of Travel)	100.00%	Outstanding
Application of Leave of Absence (1-3 Days of Leave)	99.57%	Outstanding
Application of Leave of Absence (Beyond 3 Days of Leave)	100.00%	Outstanding
Issuance for Authority to Travel Abroad	96.32%	Satisfactory
Issuance for Certificate of Compensatory Overtime Credit	99.77%	Outstanding
Issuance of Pay Slip for Loan Purposes	100.00%	Outstanding
Issuance of Endorsement Letter to Landbank	100.00%	Outstanding
Issuance for Certificate of Employment for Active Employee	100.00%	Outstanding
Issuance for Service Record for Active Employee	100.00%	Outstanding
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	100.00%	Outstanding
Application of Travel Order (within the Region and not exceeding 3-days)	99.99%	Outstanding
Application for Travel Order (outside the Region, and/or exceeding 3-days)	100.00%	Outstanding



LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Open Database Electronic Access Services (Employees)	100.00%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing)	100.00%	Outstanding
Returning of Borrowed Library Resources	99.98%	Outstanding
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
PROCUREMENT UNIT		
Processing of Purchase Orders for Alternative Mode of Procurement	99.93%	Outstanding
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	99.92%	Outstanding
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	99.91%	Outstanding
Processing of Request for Physical Inventory of Property Accountabilities	NT	N/A
Internal Service Average	99.82%	Outstanding
OVERALL AVERAGE	98.36%	Outstanding

Table 18. Rating per Service and Interpretation of Results

4.5 Results of Open-Ended Question

It is noteworthy that DdOSC has consistently gathered positive feedback from clients across all campuses, reflecting appreciation for the professionalism and responsiveness of its frontline service units.

Clients frequently commended personnel for quality service delivery, particularly in terms of promptness, clarity of communication, and operational efficiency.

These observations reinforce DdOSC’s continuing commitment to service excellence and its sustained implementation of client-centered processes across both academic and administrative functions.

The open-ended section of the Client Satisfaction Survey Tool is likewise integrated into the College’s Program on Awards and Incentives for Service Excellence (PRAISE) mechanism, as well as the System Control Procedure on Client Satisfaction and Corrective Action Request aligned with ISO 9001:2015 standards. Commendations captured through the CSM Tool are recognized through the issuance of Certificates of Appreciation on a quarterly basis under the Gantimpala Agad Award.

On the other hand, complaints and suggestions are systematically processed through SCP-DDOSC-CSS and SCP-DDOSC-CAR. Concerned action officers or offices are required to accomplish either an Observation Action Plan or Corrective Action Plan, depending on the nature and severity of the concern, and to submit corresponding Means of Verification upon completion.

All complaints and suggestions are communicated to concerned offices on a weekly basis through Quality Assurance Unit advisories to ensure timely action, closure of feedback loops, and continuous service improvement.

4.5.1 Sample Actual Commendations Received through the Tool’s Open-Ended Question

It is easy to approach them



Good communications. Thank you.
The service is better than my last time i processed my credentials 😊
The process of enrollment was so very good for me
S.m.i.l.e. spiritually mental is life eternal keep up the good work ma'am
The library is well-managed and the staff are accomodating.
Very accessible to every student
Fast transaction and very accommodating in submitting my docs.
Frontliner of office is friendly and approachable
Accommodating doctor and nurse
Ms. Lugayao went up and beyond her service. Kudos!
Fast and reliable transaction w/ sufficient details and service.
Nice experience nothing to complain.
I was treated courteously
The process was smooth
No hassle and well organized
I am satisfied of their accommodation because they assist me well.
Appreciate the prompt approval
Seamless process. Thank you
Thankful for the staff that handle me, so very approachable
Thank you for everything. Hope po palaging ganito mabilis at madali lang po dito, kaya gusto ko mag-aral dito.
I recommend that the service was very simple to follow and I was treated with kindness.
The staff and office is commendable for the easy and smooth process. Big help!
Very commendable and easy for asking questions and providing simple answers., emphasizes some instruction and very approachable.

Table 19. Positive Free Responses

4.5.2 Sample Actual Complaint Received through the Tool’s Open-Ended Question



Davao de Oro State College

Compostela / Maragusan / Montevista / New Bataan

Document Code No.

FM-DDOSC-CAR-002

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OBSERVATION ACTION PLAN (OAP)

OAP No. : 0922-03

OFFICE : OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

DIVISION/UNIT/SECTION : LIBRARY AND LEARNING RESOURCE CENTER UNIT - MAIN CAMPUS

PROCESS (if applicable) : RETURNING OF BORROWED LIBRARY RESOURCES - EMPLOYEES

Type (OFI/OBS)	Brief Description of Finding/s	Plan of Action/s /Action Description	Responsible Person/Office	Timeline	Expected Output/Outcome
OFI	I suggest easy processes. You can use bar code scanning for easy recording of books, borrowing and returning.	We are currently in the transition period of digitization, specifically the placement of RFID strips on books. However, due to budget availability, this process is being implemented by phase.	MG Auxtero and Ardelyn M. Sisa	2026-2027	Improved efficiency and accuracy of library transactions during the digitization transition.
OFI	I hope they will provide barcode scanning for easy access.		MG Auxtero and Ardelyn M. Sisa		

Note: OFI – Opportunity for Improvement; OBS – Possible Non-Conformity

Prepared by:

NEZIEL S. OCTAVIANO

Process Owner

Reviewed by:

PEDRO P. RAYMUNDE, JR., Ph.D.

Immediate Head

Approved by:

GLORY JEAN C. ALTAMERA, Ph.D.

OVPA, OCAF, OCP, OBD



Figure 2. Filled-out Action Plan Form on Suggestions Received through CSS



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

The positive feedback collected through the CSM is further reinforced by the College's record of zero complaints received through the Contact Center ng Bayan (CCB) and the 8888 Citizen's Complaint Hotline for CY 2025. This commendable outcome reflects the College's unwavering commitment to delivering timely, responsive, and people-centered public service. The absence of any CCB and 8888-related concerns demonstrates the effectiveness of frontline processes and the College's dedication to upholding the principles of integrity and excellence in governance.

In support, the College's Human Resource Management Officer and 8888 Focal Person issued certifications verifying that no complaints were lodged through the CCB and 8888 Citizen's Complaint Center during the same reporting period. These certifications not only confirm the absence of formal complaints but also reinforce the College's proactive stance in addressing client needs and concerns before they escalate, highlighting the presence of internal mechanisms that efficiently manage feedback and resolve issues at the ground level, and further affirming the reliability of the CSM results and DdOSC's commitment to quality service, good governance, and sustained public trust.



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



CERTIFICATION

This is to certify that the Davao de Oro State College (DdOSC), which campuses are located in the Municipalities of Compostela, Maragusan, Montevista, and New Bataan, Province of Davao de Oro, **did not receive negative feedback, reports, or concerns from the Contact Center ng Bayan (CCB) for the entire duration of Calendar Year 2025, covering the period from January 1, 2025 to December 31, 2025.**

As part of the College's commitment to good governance, transparency, and the delivery of quality public service, DDOSC continues to ensure that appropriate mechanisms are in place to promptly and effectively address the concerns of its stakeholders. The absence of CCB-related complaints during the stated period reflects the institution's sustained efforts in maintaining high standards of service delivery and responsiveness anchored on principles of good governance.

This certification is issued upon request for purposes of ARTA submission in compliance with ARTA MC No. 2022-05 and 2023-05.

Issued this 15th day of April 2026 at Davao de Oro State College, Purok 10, Poblacion, Davao de Oro Province.

Digitally
signed by
af35705c-
cd56-421a-
abf5d5e8
REAH C. NIOG
Human Resource Management Officer

The Cradle of Golden Opportunities

VISION: A proactive academic pillar of development in the AGAN 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 breeder of learned individuals that values the culture of **EXCELLENCE, INTEGRITY, and SOLIDARITY**



Figure 3. Certification from the HR Officer indicating Zero CCB complaints in CY 2025



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



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 2025, covering the period from 01 January 2025 to 31 December 2025.

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 during the stated period reflects the institution's continuous efforts to maintain high standards of public service delivery and responsiveness.

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

Issued this 15th day of April 2026, at Davao de Oro State College, Purok 10, Poblacion, Compostela, Davao de Oro.

Digitally signed by
Tayaban Jay-R
Rigodon
Date: 2026.04.16
08:44:30 +08'00'
JAY-R.R. TAYABAN
College and Board Secretary and
8888 Citizens' Complaints Focal

Figure 4. Certification from 8888 Focal indicating No Complaints Received in CY 2025

5. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR CY 2025

As part of the Agency Improvement Action Plan, which aims to enhance 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 are the results of the Continuous Agency Improvement Plan for CY 2025, as embedded in the CSMR 2024 submitted by the College. This serves as 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 carried out in response to the identified improvement areas.



IMPROVEMENT AREA	PLANNED ACTION	ACTIONS TAKEN
Citizen Charter Visibility, Awareness, and Helpfulness Rates	Strengthen information dissemination on the CC process through the posting of IEC materials, especially in DDOSC branches.	Information dissemination on the CC process has been strengthened through the posting of IEC materials, including visibly displayed Citizen Charter processes outside frontline offices, as well as the provision of readily available QR codes and printed Client Feedback Forms across all campuses.
CSM Survey Response Rate	Procure tablets to support digitization of the CSM tool, making it more accessible to clients.	A total of 24 tablets were procured by the College through the Anti-Red Tape Section and the Quality Assurance Unit in FY 2025. These are set to be endorsed to priority frontline offices with higher transaction volumes across all DDOSC campuses. To guide proper utilization and ensure that the procured tablets are used solely for CSS purposes, a Policy on Tablet Utilization was initiated by the College.
Processing of Qualitative Comments	Hire additional staff under the Anti-Red Tape Section for weekly consolidation and analysis of open-ended feedback.	Two additional Job Order personnel were engaged under the Anti-Red Tape Section and the Quality Assurance Unit, whose primary role is the monthly monitoring, consolidation, and initial analysis of CSS results across all campuses.
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.	A proposal to hire IT personnel, whose primary role is to improve and automate the CSM database, was submitted to Top Management. However, due to limited resources, the task was instead endorsed to one of the Information Systems Analysts assigned at the ICT Unit of the College.

Table 20. Results of DdOSC’s Action Plan Reported for CY 2025

6. CONTINUOUS AGENCY IMPROVEMENT PLAN

As part of its ongoing commitment to excellence, DdOSC presents the Continuous Agency Improvement Plan for CY 2026. This plan aims to address identified challenges and gaps in the implementation of the Client Satisfaction Measurement (CSM) Tool, as well as sustain the good practices of its implementation, thereby ensuring a more responsive and effective feedback mechanism for its stakeholders.

SPECIFIC AREA	PLANNED ACTION	RESPONSIBLE UNIT	EXPECTED OUTCOME
AREAS TO IMPROVE			
Automating the Extraction of Data Entry in CSM Database	Develop and adopt an automated data extraction mechanism from the digitized CSM tool to directly populate the CSM database, reducing manual	Anti-Red Tape Section	Minimized human error and enhanced accuracy in CSM data management.



SPECIFIC AREA	PLANNED ACTION	RESPONSIBLE UNIT	EXPECTED OUTCOME
	encoding and improving efficiency in data handling.		
Accuracy of Data Entry in Automated CSM Database	Set up validation controls and standard data entry procedures within the automated system, including regular data checks and cross-checking by assigned personnel.	Anti-Red Tape Section	Improved reliability and consistency of CSM data, ensuring that reports generated are accurate and dependable for decision-making.
Strengthened Utilization of Electronic/ Digitized CSM Tool for Easy Consolidation	Intensify the deployment and use of digitized CSM tools across all frontline offices, supported by continuous monitoring, user orientation, and technical assistance to ensure proper and consistent utilization.	Anti-Red Tape Section, All Frontline Offices	Increased survey response rate and faster consolidation of CSM results across campuses.
ELEMENTS TO SUSTAIN			
Processing of Qualitative Comments	Sustain the current practice of the College regarding the weekly processing of qualitative comments received so that timely and efficient corrective action on clients' complaints, concerns, and suggestions will be delivered continually.	Anti-Red Tape Section, Quality Assurance Unit	Faster and more regular analysis of client feedback.
Streamlined CSM Tool Process with the College's Quality Management System Framework	The CSM Tool's streamlined practices within the current QMS framework of the College, with the Main Campus being ISO 9001:2015 certified, shall be continuously implemented to ensure regular check and balance, as these processes are subjected to both internal and external audits conducted by ISO auditors.	Anti-Red Tape Section, Quality Assurance Unit	Sustained compliance with ISO 9001:2015 standards and continuous improvement of CSM processes through regular audit findings and corrective actions.

Table 21. DdOSC's Improvement Plan for CY 2026



7. ANNEXES

ANNEX A. Survey Questionnaire Used



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

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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. Should you have questions and clarifications, you may email us at https://ddosc.edu.ph.

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: _____
☐ INTERNAL/EXTERNAL SERVICES, please specify: _____
☐ NON-FRONTLINE PRODUCTS/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
☐ 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

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.						

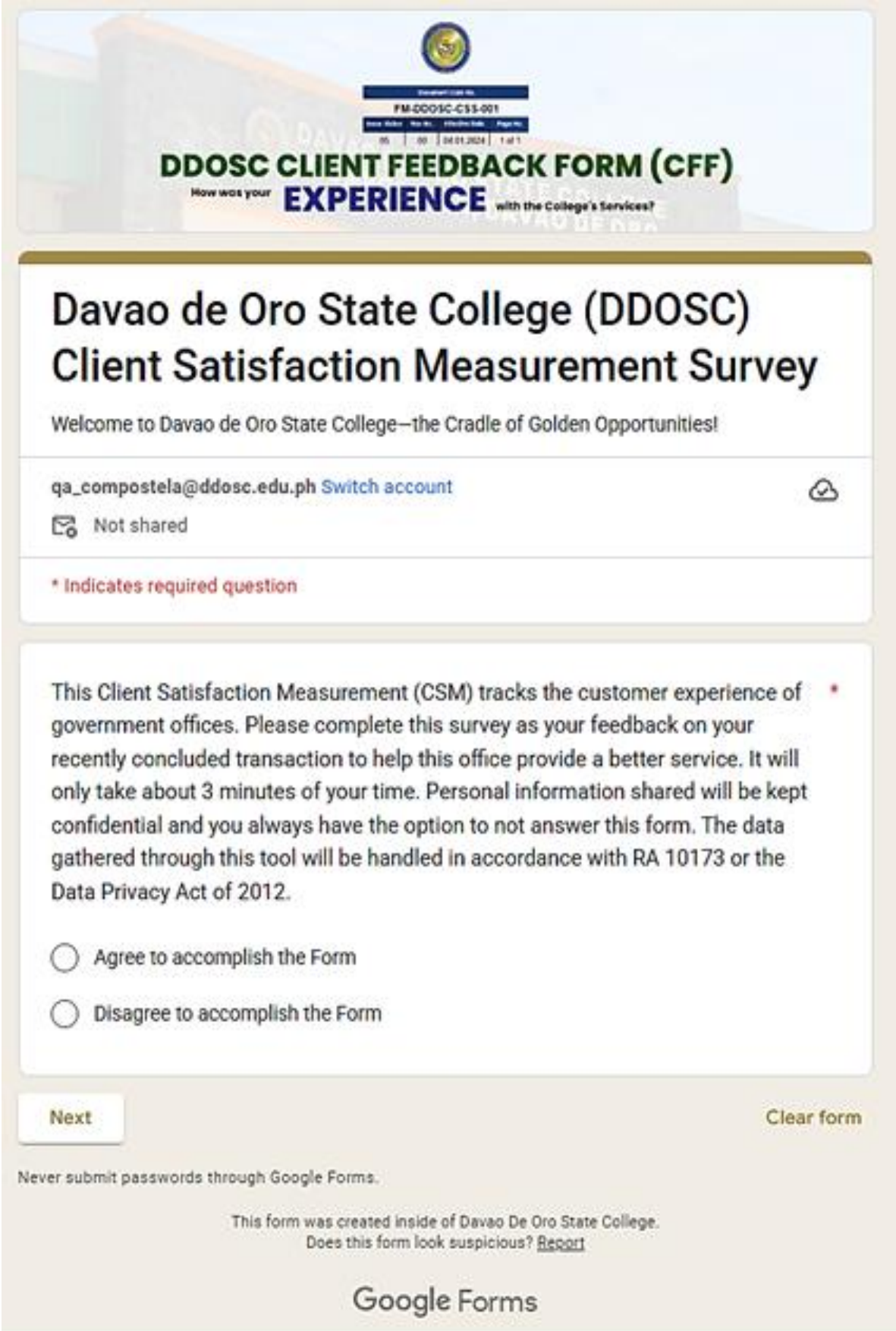
You may also use this form for commendations or suggestions. Simply provide the details in the space provided (optional).

COMMENDATION/S	COMPLAINTS/SUGGESTIONS

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

THANK YOU!







ANNEX B. List of Campuses

Campus	Total Responses	Total Transactions
COMPOSTELA (MAIN) CAMPUS	26, 710	30, 673
MARAGUSAN BRANCH	11, 202	12, 968
MONTEVISTA BRANCH	5, 824	5,828
NEW BATAAN BRANCH	3, 883	4, 472
OVERALL TOTAL	47, 619	53, 941

ANNEX C. CSS Results per Campus

COMPOSTELA (MAIN) CAMPUS

A. OVERVIEW

Indicators	Score		
	Internal	External	Overall
Citizens Charter Awareness	N/A	N/A	93.83%
Citizens Charter Visibility	N/A	N/A	85.80%
Citizens Charter Helpfulness	N/A	N/A	88.08%
Response Rate	92.23%	85.90%	87.08%
SQD Score (SQD 0)	99.81%	99.49%	99.49%
SQD Overall Score (SQD 1-8)	99.77%	98.94%	99.10%

B. DEMOGRAPHIC PROFILE

1. Age

Age Group						
Below 18	18-30	31-50	51-60	61 and above	Did not specify	Total
1341	22406	2661	69	33	108	26710

2. Gender

Gender					
Male	Female	LGBTQ+	Prefer not to say	Did not specify	Total
10547	14960	502	191	510	26710

3. Region

Other Region/s	Region XI	Total Responses
0	26710	26710

4. Customer Type

Customer Type				
Citizen	Business	Government	Did not specify	Total
25534	230	319	627	26710



C. CITIZENS 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.	23298	87.23%
2. I know what a CC is but I did not see this office's CC.	986	3.69%
3. I learned of the CC only when I saw this office's CC.	776	2.91%
4. I do not know what a CC is, and I did not see one in this office.	1650	6.18%
TOTAL	26710	
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?		
1. Easy to see	22917	85.80%
2. Somewhat easy to see	1806	6.76%
3. Difficult to see	241	0.90%
4. Not visible at all	71	0.27%
5. N/A	1675	6.27%
TOTAL	26710	
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	23525	88.08%
2. Somewhat helped	1378	5.16%
3. Did not help	50	0.19%
4. N/A	1757	6.58%
TOTAL	26710	

D. SERVICE RESULTS

1. Rating Per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT/SECTION		
Enrollment Procedure for Freshmen	99.24%	Outstanding
Enrollment Procedure for Transferees	100.00%	Outstanding
Enrollment Procedure for Returning Students	100.00%	Outstanding
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	99.61%	Outstanding
Enrollment Procedure for Shifters	100.00%	Outstanding
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	100.00%	Outstanding
Issuance of Academic Credentials	99.72%	Outstanding
APPRAISAL AND TESTING SECTION		
College Admission Screening Process for Senior High School Applicants	95.54%	Outstanding
College Admission Screening Process for Transferee Applicants	93.79%	Outstanding
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	100.00%	Outstanding
College Admission Screening Process for ALS Applicants (Eligible for College)	NT	N/A
College Admission Screening Process – Processing of Test Results	97.92%	Outstanding



CASHIERING UNIT/SECTION		
Collection of School Fees	99.82%	Outstanding
Process for Claiming of Checks	99.77%	Outstanding
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	99.76%	Outstanding
FINANCE SERVICES		
Payment of Prizes	100.00%	Outstanding
Payment of Commercial Claims	99.80%	Outstanding
Payment of Honoraria	100.00%	Outstanding
GUIDANCE AND COUNSELING SECTION		
Walk-in Individual/Group Counseling	99.63%	Outstanding
Individual/Group Counseling through Referral	100.00%	Outstanding
Intake Interview	N/A	N/A
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Students	99.24%	Outstanding
Dental Services for Students	90.67%	Outstanding
Issuance of Medical Certificate for Students	94.00%	Outstanding
Medical Consultation and Treatment for Students	99.74%	Outstanding
Medical Profiling and Physical Examination for Enrollment	98.65%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment for Inactive Employee	100.00%	Outstanding
Issuance for Service Record for Inactive Employee	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Application for Library Card	98.60%	Outstanding
Open Database Electronic Access Services (Students)	99.70%	Outstanding
Open Database Electronic Access Services (Outside Researcher)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	98.97%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	NT	N/A
Returning of Borrowed Library Resources (Students)	99.25%	Outstanding
Returning of Borrowed Library Resources (Outside Researcher)	NT	N/A
PROCUREMENT UNIT		
Issuance of Acquiring Bidding Documents	100.00%	Outstanding
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION		
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Educational Tours/Field Trips	100.00%	Outstanding
Issuance of Good Moral Certificate	98.83%	Outstanding
STUDENT DISCIPLINE SECTION		
Student Disciplinary and Grievance	NT	N/A
SPORTS CULTURAL AND ART'S DEVELOPMENT SECTION		
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	99.39%	Outstanding
Borrowing of Sports, Cultural, and Arts Equipment	100.00%	Outstanding
STUDENT PUBLICATION/YEARBOOK SECTION		



Screening of Applicants for Student Publication	NT	N/A
Publication of Newsletter/Literary Folio	NT	N/A
STUDENT COUNCIL AND ORGANIZATION SECTION		
Processing of Application for Accreditation of Student Organization	100.00%	Outstanding
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	99.86%	Outstanding
External Service Average	96.45%	Outstanding
Internal Services	Rating	Interpretation
CASHIERING UNIT/SECTION		
Process for Claiming of Checks	100.00%	Outstanding
Collection of Unexpended Funds	N/A	N/A
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	99.59%	Outstanding
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Employees	100.00%	Outstanding
Dental Services for Employees	100.00%	Outstanding
Issuance of Medical Certificate for Employees	100.00%	Outstanding
Medical Consultation and Treatment for Employees	99.68%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT/SECTION		
Application for Travel Order (1-3 Days of Travel)	99.97%	Outstanding
Application of Travel Order (Beyond 3 Days of Travel)	100.00%	Outstanding
Application of Leave of Absence (1-3 Days of Leave)	99.57%	Outstanding
Application of Leave of Absence (Beyond 3 Days of Leave)	100.00%	Outstanding
Issuance for Authority to Travel Abroad	96.32%	Outstanding
Issuance for Certificate of Compensatory Overtime Credit	99.77%	Outstanding
Issuance of Pay Slip for Loan Purposes	100.00%	Outstanding
Issuance of Endorsement Letter to Landbank	100.00%	Outstanding
Issuance for Certificate of Employment for Active Employee	100.00%	Outstanding
Issuance for Service Record for Active Employee	100.00%	Outstanding
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	N/A	N/A
Application of Travel Order (within the Region and not exceeding 3-days)	N/A	N/A
Application for Travel Order (outside the Region, and/or exceeding 3-days)	N/A	N/A
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Open Database Electronic Access Services (Employees)	100.00%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing)	100.00%	Outstanding
Returning of Borrowed Library Resources	99.93%	Outstanding
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
PROCUREMENT UNIT		
Processing of Purchase Orders for Alternative Mode of Procurement	99.93%	Outstanding



SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	99.92%	Outstanding
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	99.91%	Outstanding
Processing of Request for Physical Inventory of Property Accountabilities	NT	N/A
Internal Service Average	99.79%	Outstanding
OVERALL AVERAGE	98.12%	Outstanding

2. Total Number of Responses and Total Transactions per Services

External Services	Total Responses	Total Transactions	Minimum Required
ADMISSION AND STUDENT RECORDS UNIT/SECTION			
Enrollment Procedure for Freshmen	1241	1241	504
Enrollment Procedure for Transferees	46	46	41
Enrollment Procedure for Returning Students	35	35	32
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	3075	3164	924
Enrollment Procedure for Shifters	64	64	55
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	30	30	30
Issuance of Academic Credentials	2540	2646	1831
APPRAISAL AND TESTING SECTION			
College Admission Screening Process for Senior High School Applicants	413	1,797	393
College Admission Screening Process for Transferee Applicants	29	30	28
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	5	5	5
College Admission Screening Process for ALS Applicants (Eligible for College)	0	0	0
College Admission Screening Process – Processing of Test Results	445	1,664	423
CASHIERING UNIT/SECTION			
Collection of School Fees	118	118	114
Process for Claiming of Checks	133	133	121
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	99	99	85
FINANCE SERVICES			
Payment of Prizes	8	8	8
Payment of Commercial Claims	175	175	160
Payment of Honoraria	30	30	30
GUIDANCE AND COUNSELING SECTION			
Walk-in Individual/Group Counseling	130	130	115
Individual/Group Counseling through Referral	2	2	2
Intake Interview	0	0	0
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Students	10	10	10
Dental Services for Students	21	21	21
Issuance of Medical Certificate for Students	26	26	25



Medical Consultation and Treatment for Students	600	768	577
Medical Profiling and Physical Examination for Enrollment	1242	1,735	316
HUMAN RESOURCE MANAGEMENT UNIT			
Issuance for Certificate of Employment for Inactive Employee	8	8	7
Issuance for Service Record for Inactive Employee	3	3	3
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Application for Library Card	1163	1,163	716
Open Database Electronic Access Services (Students)	644	646	525
Open Database Electronic Access Services (Outside Researcher)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	8481	8,531	2307
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	0	0	0
Returning of Borrowed Library Resources (Students)	75	75	72
Returning of Borrowed Library Resources (Outside Researcher)	0	0	0
PROCUREMENT UNIT			
Issuance of Acquiring Bidding Documents	3	3	3
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION			
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	80	80	80
Issuance of Student Travel Permit for Educational Tours/Field Trips	2	2	2
Issuance of Good Moral Certificate	253	253	219
STUDENT DISCIPLINE SECTION			
Student Disciplinary and Grievance	0	0	0
SPORTS CULTURAL AND ART'S DEVELOPMENT SECTION			
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	47	52	46
Borrowing of Sports, Cultural, and Arts Equipment	23	23	22
STUDENT PUBLICATION/YEARBOOK SECTION			
Screening of Applicants for Student Publication	0	0	0
Publication of Newsletter/Literary Folio	0	0	0
STUDENT COUNCIL AND ORGANIZATION SECTION			
Processing of Application for Accreditation of Student Organization	5	5	5



SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	123	124	107
External Service Total	21427	24945	9964
Internal Services	Total Responses	Total Transactions	Minimum Required
CASHIERING UNIT/SECTION			
Process for Claiming of Checks	113	113	107
Collection of Unexpended Funds	0	0	0
FINANCE SERVICES			
Issuance of Certification	14	14	14
Payment of Cash Advance for Travelling Expenses	104	104	96
Payment of Salaries and Wages	97	97	96
Payment of Reimbursement for Travelling Expenses	242	244	228
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Employees	16	16	16
Dental Services for Employees	24	24	23
Issuance of Medical Certificate for Employees	14	14	14
Medical Consultation and Treatment for Employees	619	691	541
HUMAN RESOURCE MANAGEMENT UNIT/SECTION			
Application for Travel Order (1-3 Days of Travel)	648	703	563
Application of Travel Order (Beyond 3 Days of Travel)	75	75	71
Application of Leave of Absence (1-3 Days of Leave)	935	1,132	836
Application of Leave of Absence (Beyond 3 Days of Leave)	75	76	73
Issuance for Authority to Travel Abroad	34	34	33
Issuance for Certificate of Compensatory Overtime Credit	530	532	450
Issuance of Pay Slip for Loan Purposes	232	233	207
Issuance of Endorsement Letter to Landbank	26	26	26
Issuance for Certificate of Employment for Active Employee	258	271	244
Issuance for Service Record for Active Employee	15	16	15
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	0	0	0
Application of Travel Order (within the Region and not exceeding 3-days)	0	0	0
Application for Travel Order (outside the Region, and/or exceeding 3-days)	0	0	0
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			



Open Database Electronic Access Services (Employees)	5	5	5
Reading and Circulation Services (Inside Reading and Borrowing)	97	97	91
Returning of Borrowed Library Resources	111	111	108
Application for the Utilization of Audio-Visual Room	80	80	78
PROCUREMENT UNIT			
Processing of Purchase Orders for Alternative Mode of Procurement	684	769	617
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	128	132	127
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	112	119	105
Processing of Request for Physical Inventory of Property Accountabilities	0	0	0
Internal Service Total	5283	5,728	4784
OVERALL TOTAL	26710	30673	14748

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (OVERALL MAIN CAMPUS)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	20905	5654	123	9	4	15	26710	99.49%
	78.27%	21.17%	0.46%	0.03%	0.01%	0.06%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1	19371	6804	263	50	12	210	26710	98.77%
<i>Responsiveness</i>	72.52%	25.47%	0.98%	0.19%	0.04%	0.79%	100.00%	
SQD 2 Reliability	19889	6625	146	7	4	39	26710	99.41%
	74.46%	24.80%	0.55%	0.03%	0.01%	0.15%	100.00%	
SQD 3	12153	3616	102	19	3	10817	26710	99.22%
<i>Access and Facilities</i>	45.50%	13.54%	0.38%	0.07%	0.01%	40.50%	100.00%	
SQD 4	19494	6817	237	25	6	131	26710	98.99%
<i>Communication</i>	72.98%	25.52%	0.89%	0.09%	0.02%	0.49%	100.00%	
SQD 5	4766	2189	82	20	29	19624	26710	98.15%
<i>Costs</i>	17.84%	8.20%	0.31%	0.07%	0.11%	73.47%	100.00%	
SQD 6	20027	5990	190	20	8	475	26710	99.17%
<i>Integrity</i>	74.98%	22.43%	0.71%	0.07%	0.03%	1.78%	100.00%	
SQD 7 Assurance	20483	6012	168	9	3	35	26710	99.33%
	76.69%	22.51%	0.63%	0.03%	0.01%	0.13%	100.00%	
SQD 8	20084	6312	218	12	4	80	26710	99.12%
<i>Outcome</i>	75.19%	23.63%	0.82%	0.04%	0.01%	0.30%	100.00%	
Overall (SQD 1-8)	136267	44365	1406	162	69	31411	213680	99.10%
	20.76%	0.66%	0.08%	0.03%	14.70%	100.00%	20.76%	



Summary and Interpretation of SQD Results (Main Campus)

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.49%	Outstanding
SQD 1 Responsiveness	98.77%	Outstanding
SQD 2 Reliability	99.41%	Outstanding
SQD 3 Access and Facilities	99.22%	Outstanding
SQD 4 Communication	98.99%	Outstanding
SQD 5 Costs	98.15%	Outstanding
SQD 6 Integrity	99.17%	Outstanding
SQD 7 Assurance	99.33%	Outstanding
SQD 8 Outcome	99.12%	Outstanding
Overall SQD 1-8 Results	99.10%	Outstanding

F. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS FOR EXTERNAL SERVICES (MAIN CAMPUS)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	15934	5354	118	5	3	13	21427	99.49%
	74.36%	24.99%	0.55%	0.02%	0.01%	0.06%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1	14548	6454	253	43	8	121	21427	98.57%
<i>Responsiveness</i>	67.90%	30.12%	1.18%	0.20%	0.04%	0.56%	100.00%	
SQD 2	14959	6288	139	4	3	34	21427	99.32%
	69.81%	29.35%	0.65%	0.02%	0.01%	0.16%	100.00%	
SQD 3	8712	3405	100	18	3	9189	21427	99.01%
<i>Access and Facilities</i>	40.66%	15.89%	0.47%	0.08%	0.01%	42.89%	100.00%	
SQD 4	14621	6456	229	20	6	95	21427	98.80%
	68.24%	30.13%	1.07%	0.09%	0.03%	0.44%	100.00%	
SQD 5	4500	2144	82	19	27	14655	21427	98.11%
<i>Costs</i>	21.00%	10.01%	0.38%	0.09%	0.13%	68.40%	100.00%	
SQD 6	15088	5665	180	16	7	471	21427	99.03%
	70.42%	26.44%	0.84%	0.07%	0.03%	2.20%	100.00%	
SQD 7	15525	5699	162	6	2	33	21427	99.21%
	72.46%	26.60%	0.76%	0.03%	0.01%	0.15%	100.00%	
SQD 8	15144	5984	212	9	3	75	21427	98.95%
	70.68%	27.93%	0.99%	0.04%	0.01%	0.35%	100.00%	
Overall (SQD 1-8)	103097	42095	1357	135	59	24673	171416	98.94%
	60.14%	24.56%	0.79%	0.08%	0.03%	14.39%	100.00%	

G. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS INTERNAL SERVICES (MAIN CAMPUS)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	4971	300	5	4	1	2	5283	99.81%
	94.09%	5.68%	0.09%	0.08%	0.02%	0.04%	100.00%	



Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQR 1 Responsiveness	4822	350	10	7	4	90	5283	99.60%
	91.27%	6.63%	0.19%	0.13%	0.08%	1.70%	100.00%	
SQR 2 Reliability	4804	328	4	3	1	143	5283	99.84%
	90.93%	6.21%	0.08%	0.06%	0.02%	2.71%	100.00%	
SQR 3 Access and Facilities	3446	206	2	1	0	1628	5283	99.92%
	65.23%	3.90%	0.04%	0.02%	0.00%	30.82%	100.00%	
SQR 4 Communication	4873	361	8	5	0	36	5283	99.75%
	92.24%	6.83%	0.15%	0.09%	0.00%	0.68%	100.00%	
SQR 5 Costs	266	40	0	1	2	4974	5283	99.03%
	5.04%	0.76%	0.00%	0.02%	0.04%	94.15%	100.00%	
SQR 6 Integrity	4949	315	10	4	1	4	5283	99.72%
	93.68%	5.96%	0.19%	0.08%	0.02%	0.08%	100.00%	
SQR 7 Assurance	4959	312	6	3	1	2	5283	99.81%
	93.87%	5.91%	0.11%	0.06%	0.02%	0.04%	100.00%	
SQR 8 Outcome	4940	328	6	3	1	5	5283	99.81%
	93.51%	6.21%	0.11%	0.06%	0.02%	0.09%	100.00%	
Overall (SQR 1-8)	33059	2240	46	27	10	6882	42264	99.77%
	78.22%	5.30%	0.11%	0.06%	0.02%	16.28%	100.00%	

MARAGUSAN BRANCH

A. OVERVIEW

Indicators	Score		
	Internal	External	Overall
Citizens Charter Awareness	N/A	N/A	100.00%
Citizens Charter Visibility	N/A	N/A	99.83%
Citizens Charter Helpfulness	N/A	N/A	99.63%
Response Rate	94.12%	86.04%	86.38%
SQR Score (SQR 0)	100.00%	99.82%	99.80%
SQR Overall Score (SQR 1-8)	99.97%	99.67%	99.74%

B. DEMOGRAPHIC PROFILE

1. Age

Age Group						
Below 18	18-30	31-50	51-60	61 and above	Did not specify	Total
0	11039	163	0	0	0	11202

2. Gender

Gender					
Male	Female	LGBTQ+	Prefer not to say	Did not specify	Total
3005	5950	127	22	2098	11202

3. Region

Other Region/s	Region XI	Total Responses
0	11202	11202

4. Customer Type



Customer Type				
Citizen	Business	Government	Did not specify	Total
11202	0	0	0	11202

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.	10973	97.96%
2. I know what a CC is but I did not see this office’s CC.	225	2.01%
3. I learned of the CC only when I saw this office’s CC.	4	0.04%
4. I do not know what a CC is, and I did not see one in this office.	0	0.00%
TOTAL	11202	
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?		
1. Easy to see	11183	99.83%
2. Somewhat easy to see	16	0.14%
3. Difficult to see	3	0.03%
4. Not visible at all	0	0.00%
5. N/A	0	0.00%
TOTAL	11202	
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	11161	99.63%
2. Somewhat helped	41	0.37%
3. Did not help	0	0.00%
4. N/A	0	0.00%
TOTAL	11202	

D. SERVICE RESULTS

1. Rating Per Services

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT/SECTION		
Enrollment Procedure for Freshmen	99.75%	Outstanding
Enrollment Procedure for Transferees	NT	N/A
Enrollment Procedure for Returning Students	100.00%	Outstanding
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	99.65%	Outstanding
Enrollment Procedure for Shifters	NT	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	100.00%	Outstanding
Issuance of Academic Credentials	99.91%	Outstanding



APPRAISAL AND TESTING SECTION		
College Admission Screening Process for Senior High School Applicants	99.02%	Outstanding
College Admission Screening Process for Transferee Applicants	NT	N/A
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	NT	N/A
College Admission Screening Process for ALS Applicants (Eligible for College)	NT	N/A
College Admission Screening Process – Processing of Test Results	NT	N/A
CASHIERING UNIT/SECTION		
Collection of School Fees	100.00%	Outstanding
Process for Claiming of Checks	100.00%	Outstanding
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	100.00%	Outstanding
FINANCE SERVICES		
Payment of Prizes	NT	N/A
Payment of Commercial Claims	NT	N/A
Payment of Honoraria	NT	N/A
GUIDANCE AND COUNSELING SECTION		
Walk-in Individual/Group Counseling	NT	N/A
Individual/Group Counseling through Referral	NT	N/A
Intake Interview	99.67%	Outstanding
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Students	NT	N/A
Dental Services for Students	100.00%	Outstanding
Issuance of Medical Certificate for Students	100.00%	Outstanding
Medical Consultation and Treatment for Students	100.00%	Outstanding
Medical Profiling and Physical Examination for Enrollment	100.00%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment for Inactive Employee	NT	N/A
Issuance for Service Record for Inactive Employee	NT	N/A
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Application for Library Card	99.80%	Outstanding
Open Database Electronic Access Services (Students)	99.31%	Outstanding
Open Database Electronic Access Services (Outside Researcher)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	99.80%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	NT	N/A
Returning of Borrowed Library Resources (Students)	99.74%	Outstanding
Returning of Borrowed Library Resources (Outside Researcher)	NT	N/A



PROCUREMENT UNIT		
Issuance of Acquiring Bidding Documents	NT	N/A
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION		
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Educational Tours/Field Trips	NT	N/A
Issuance of Good Moral Certificate	100.00%	Outstanding
STUDENT DISCIPLINE SECTION		
Student Disciplinary and Grievance	NT	N/A
	NT	N/A
SPORTS CULTURAL AND ART'S DEVELOPMENT SECTION		
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	NT	N/A
Borrowing of Sports, Cultural, and Arts Equipment	NT	N/A
STUDENT PUBLICATION/YEARBOOK SECTION		
Screening of Applicants for Student Publication	NT	N/A
Publication of Newsletter/Literary Folio	NT	N/A
STUDENT COUNCIL AND ORGANIZATION SECTION		
Processing of Application for Accreditation of Student Organization	100.00%	Outstanding
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	NT	N/A
External Service Average	99.81%	Outstanding
Internal Services	Rating	Interpretation
CASHIERING UNIT/SECTION		
Process for Claiming of Checks	NT	N/A
Collection of Unexpended Funds	NT	N/A
FINANCE SERVICES		
Issuance of Certification	NT	N/A
Payment of Cash Advance for Travelling Expenses	NT	N/A
Payment of Salaries and Wages	NT	N/A
Payment of Reimbursement for Travelling Expenses	NT	N/A
	NT	
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Employees	NT	N/A
Dental Services for Employees	NT	N/A
Issuance of Medical Certificate for Employees	100.00%	Outstanding



Medical Consultation and Treatment for Employees	100.00%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT/SECTION		
Application for Travel Order (1-3 Days of Travel)	NT	N/A
Application of Travel Order (Beyond 3 Days of Travel)	NT	N/A
Application of Leave of Absence (1-3 Days of Leave)	NT	N/A
Application of Leave of Absence (Beyond 3 Days of Leave)	NT	N/A
Issuance for Authority to Travel Abroad	NT	N/A
Issuance for Certificate of Compensatory Overtime Credit	NT	N/A
Issuance of Pay Slip for Loan Purposes	NT	N/A
Issuance of Endorsement Letter to Landbank	NT	N/A
Issuance for Certificate of Employment for Active Employee	NT	N/A
Issuance for Service Record for Active Employee	NT	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	100.00%	Outstanding
Application of Travel Order (within the Region and not exceeding 3-days)	99.96%	Outstanding
Application for Travel Order (outside the Region, and/or exceeding 3-days)	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Open Database Electronic Access Services (Employees)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing)	NT	N/A
Returning of Borrowed Library Resources	NT	N/A
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
PROCUREMENT UNIT		
Processing of Purchase Orders for Alternative Mode of Procurement	NT	N/A
	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	NT	N/A
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	NT	N/A
Processing of Request for Physical Inventory of Property Accountabilities	NT	N/A
Internal Service Average	99.99%	Outstanding
OVERALL AVERAGE	99.90%	Outstanding

2. Total Number of Responses and Total Transactions per Service

External Services	Responses	Transactions	Minimum Required
ADMISSION AND STUDENT RECORDS UNIT/SECTION			



Enrollment Procedure for Freshmen	400	400	196
Enrollment Procedure for Transferees	0	0	0
Enrollment Procedure for Returning Students	250	250	152
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	693	695	415
Enrollment Procedure for Shifters	0	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	18	18	18
Issuance of Academic Credentials	778	778	604
APPRAISAL AND TESTING SECTION			
College Admission Screening Process for Senior High School Applicants	277	277	167
College Admission Screening Process for Transferee Applicants	0	0	0
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	0	0	0
College Admission Screening Process for ALS Applicants (Eligible for College)	0	0	0
College Admission Screening Process – Processing of Test Results	0	0	0
CASHIERING UNIT/SECTION			
Collection of School Fees	35	35	35
Process for Claiming of Checks	46	46	43
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	207	207	174
FINANCE SERVICES			
Payment of Prizes	0	0	0
Payment of Commercial Claims	0	0	0
Payment of Honoraria	0	0	0
GUIDANCE AND COUNSELING SECTION			
Walk-in Individual/Group Counseling	0	0	0
Individual/Group Counseling through Referral	0	0	0
Intake Interview	86	87	79
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Students	0	0	0
Dental Services for Students	62	62	62
Issuance of Medical Certificate for Students	676	676	472
Medical Consultation and Treatment for Students	623	629	524
Medical Profiling and Physical Examination for Enrollment	348	348	205
HUMAN RESOURCE MANAGEMENT UNIT			
Issuance for Certificate of Employment for Inactive Employee	0	0	0
Issuance for Service Record for Inactive Employee	0	0	0
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			



Application for Library Card	551	602	367
Open Database Electronic Access Services (Students)	2058	2,908	1409
Open Database Electronic Access Services (Outside Researcher)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	3026	3,836	1414
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	0	0	0
Returning of Borrowed Library Resources (Students)	267	268	236
Returning of Borrowed Library Resources (Outside Researcher)	0	0	0
PROCUREMENT UNIT			
Issuance of Acquiring Bidding Documents	0	0	0
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION			
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	13	13	13
Issuance of Student Travel Permit for Educational Tours/Field Trips	0	0	0
Issuance of Good Moral Certificate	264	277	241
STUDENT DISCIPLINE SECTION			
Student Disciplinary and Grievance	0	0	0
SPORTS CULTURAL AND ART'S DEVELOPMENT SECTION			
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	0	0	0
Borrowing of Sports, Cultural, and Arts Equipment	0	0	0
STUDENT PUBLICATION/YEARBOOK SECTION			
Screening of Applicants for Student Publication	0	0	0
Publication of Newsletter/Literary Folio	0	0	0
STUDENT COUNCIL AND ORGANIZATION SECTION			
Processing of Application for Accreditation of Student Organization	12	12	12
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	0	0	0
External Service Total	10690	12424	6838
Internal Services	Responses	Transactions	Minimum Required
CASHIERING UNIT/SECTION			
Process for Claiming of Checks	0	0	0
Collection of Unexpended Funds	0	0	0



FINANCE SERVICES			
Issuance of Certification	0	0	0
Payment of Cash Advance for Travelling Expenses	0	0	0
Payment of Salaries and Wages	0	0	0
Payment of Reimbursement for Travelling Expenses	0	0	0
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Employees	0	0	0
Dental Services for Employees	0	0	0
Issuance of Medical Certificate for Employees	1	1	1
Medical Consultation and Treatment for Employees	28	28	26
HUMAN RESOURCE MANAGEMENT UNIT/SECTION			
Application for Travel Order (1-3 Days of Travel)	0	0	0
Application of Travel Order (Beyond 3 Days of Travel)	0	0	0
Application of Leave of Absence (1-3 Days of Leave)	0	0	0
Application of Leave of Absence (Beyond 3 Days of Leave)	0	0	0
Issuance for Authority to Travel Abroad	0	0	0
Issuance for Certificate of Compensatory Overtime Credit	0	0	0
Issuance of Pay Slip for Loan Purposes	0	0	0
Issuance of Endorsement Letter to Landbank	0	0	0
Issuance for Certificate of Employment for Active Employee	0	0	0
Issuance for Service Record for Active Employee	0	0	0
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	1	1	1
Application of Travel Order (within the Region and not exceeding 3-days)	383	411	361
Application for Travel Order (outside the Region, and/or exceeding 3-days)	59	63	58
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Open Database Electronic Access Services (Employees)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing)	0	0	0
Returning of Borrowed Library Resources	0	0	0
Application for the Utilization of Audio-Visual Room	32	32	32
PROCUREMENT UNIT			
Processing of Purchase Orders for Alternative Mode of Procurement	0	0	0



SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	0	0	0
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	0	0	0
Processing of Request for Physical Inventory of Property Accountabilities	8	8	8
Internal Service Total	512	544	487
OVERALL TOTAL	11202	12968	7325

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (MARAGUSAN BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	10162	1018	17	0	5	0	11202	99.80%
	90.72%	9.09%	0.15%	0.00%	0.04%	0.00%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1	9831	1331	32	5	3	0	11202	99.64%
<i>Responsiveness</i>	87.76%	11.88%	0.29%	0.04%	0.03%	0.00%	100.00%	
SQD 2	9908	1267	24	0	3	0	11202	99.76%
<i>Reliability</i>	88.45%	11.31%	0.21%	0.00%	0.03%	0.00%	100.00%	
SQD 3	9810	1364	25	0	3	0	11202	99.75%
<i>Access and Facilities</i>	87.57%	12.18%	0.22%	0.00%	0.03%	0.00%	100.00%	
SQD 4	10024	1160	15	0	3	0	11202	99.84%
<i>Communication</i>	89.48%	10.36%	0.13%	0.00%	0.03%	0.00%	100.00%	
SQD 5	224	12	0	0	0	10966	11202	100.00%
<i>Costs</i>	2.00%	0.11%	0.00%	0.00%	0.00%	97.89%	100.00%	
SQD 6	9978	1182	37	1	4	0	11202	99.63%
<i>Integrity</i>	89.07%	10.55%	0.33%	0.01%	0.04%	0.00%	100.00%	
SQD 7	10041	1132	24	1	4	0	11202	99.74%
<i>Assurance</i>	89.64%	10.11%	0.21%	0.01%	0.04%	0.00%	100.00%	
SQD 8	10174	1006	19	0	3	0	11202	99.80%
<i>Outcome</i>	90.82%	8.98%	0.17%	0.00%	0.03%	0.00%	100.00%	
Overall (SQD 1-8)	69990	8454	176	7	23	10966	89616	99.74%
	78.10%	9.43%	0.20%	0.01%	0.03%	12.24%	100.00%	

Summary and Interpretation of SQD Results (Maragusan Branch)

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.80%	Outstanding
SQD 1 Responsiveness	99.64%	Outstanding
SQD 2 Reliability	99.76%	Outstanding
SQD 3 Access and Facilities	99.75%	Outstanding
SQD 4 Communication	99.84%	Outstanding
SQD 5 Costs	100.00%	Outstanding
SQD 6 Integrity	99.63%	Outstanding
SQD 7 Assurance	99.74%	Outstanding
SQD 8 Outcome	99.80%	Outstanding
Overall SQD 1-8 Results	99.74%	Outstanding



F. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (EXTERNAL SERVICES-
MARAGUSAN BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	9634	1037	14	0	5	0	10690	99.82%
	90.12%	9.70%	0.13%	0.00%	0.05%	0.00%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	9355	1300	30	1	4	0	10690	99.67%
	87.51%	12.16%	0.28%	0.01%	0.04%	0.00%	100.00%	
SQD 2 Reliability	9437	1226	24	0	3	0	10690	99.75%
	88.28%	11.47%	0.22%	0.00%	0.03%	0.00%	100.00%	
SQD 3 Access and Facilities	9307	1355	25	0	3	0	10690	99.74%
	87.06%	12.68%	0.23%	0.00%	0.03%	0.00%	100.00%	
SQD 4 Communication	9536	1136	15	0	3	0	10690	99.83%
	89.20%	10.63%	0.14%	0.00%	0.03%	0.00%	100.00%	
SQD 5 Costs	224	27	0	0	0	10439	10690	100.00%
	2.10%	0.25%	0.00%	0.00%	0.00%	97.65%	100.00%	
SQD 6 Integrity	9476	1158	51	1	4	0	10690	99.48%
	88.64%	10.83%	0.48%	0.01%	0.04%	0.00%	100.00%	
SQD 7 Assurance	9555	1091	39	1	4	0	10690	99.59%
	89.38%	10.21%	0.36%	0.01%	0.04%	0.00%	100.00%	
SQD 8 Outcome	9688	965	19	0	18	0	10690	99.65%
	90.63%	9.03%	0.18%	0.00%	0.17%	0.00%	100.00%	
Overall (SQD 1-8)	66578	8258	203	3	39	10439	85520	99.67%
	77.85%	9.66%	0.24%	0.00%	0.05%	12.21%	100.00%	

G. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (INTERNAL SERVICES-
MARAGUSAN BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	500	12	0	0	0	0	512	100.00%
	97.66%	2.34%	0.00%	0.00%	0.00%	0.00%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	499	13	0	0	0	0	512	100.00%
	97.46%	2.54%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 2 Reliability	481	31	0	0	0	0	512	100.00%
	93.95%	6.05%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 3 Access and Facilities	498	14	0	0	0	0	512	100.00%
	97.27%	2.73%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 4 Communication	483	29	0	0	0	0	512	100.00%
	94.34%	5.66%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 5 Costs	0	0	0	0	0	512	512	100.00%
	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	
SQD 6 Integrity	490	21	1	0	0	0	512	99.80%
	95.70%	4.10%	0.20%	0.00%	0.00%	0.00%	100.00%	
SQD 7 Assurance	471	41	0	0	0	0	512	100.00%
	91.99%	8.01%	0.00%	0.00%	0.00%	0.00%	100.00%	



SQR 8 Outcome	486	41	0	0	0	0	527	100.00%
	92.22%	7.78%	0.00%	0.00%	0.00%	0.00%	100.00%	
Overall (SQR 1-8)	3408	190	1	0	0	512	4111	99.97%
	82.90%	4.62%	0.02%	0.00%	0.00%	12.45%	100.00%	

MONTEVISTA BRANCH

A. OVERVIEW

Indicators	Score		
	Internal	External	Overall
Citizens Charter Awareness	N/A	N/A	95.86%
Citizens Charter Visibility	N/A	N/A	90.26%
Citizens Charter Helpfulness	N/A	N/A	91.05%
Response Rate	99.55%	99.99%	99.93%
SQR Score (SQR 0)	100.00%	99.36%	99.43%
SQR Overall Score (SQR 1-8)	100.00%	98.55%	98.71%

B. DEMOGRAPHIC PROFILE

1. Age

Age Group						
Below 18	18-30	31-50	51-60	61 and above	Did not specify	Total
305	5114	401	4	0	0	5824

2. Gender

Gender					
Male	Female	LGBTQ+	Prefer not to say	Did not specify	Total
1768	3919	80	57	0	5824

3. Region

Other Region/s	Region XI	Total Responses
0	5824	5824

4. Customer Type

Customer Type				
Citizen	Business	Government	Did not specify	Total
5824	0	0	0	5824

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.	5305	91.09%
2. I know what a CC is but I did not see this office’s CC.	116	1.99%
3. I learned of the CC only when I saw this office’s CC.	162	2.78%



4. I do not know what a CC is, and I did not see one in this office.	241	4.14%
TOTAL	5824	
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?		
1. Easy to see	5257	90.26%
2. Somewhat easy to see	273	4.69%
3. Difficult to see	43	0.74%
4. Not visible at all	19	0.33%
5. N/A	232	3.98%
TOTAL	5824	
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	5303	91.05%
2. Somewhat helped	295	5.07%
3. Did not help	5	0.09%
4. N/A	221	3.79%
TOTAL	5824	

D. SERVICE RESULTS

1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT/SECTION		
Enrollment Procedure for Freshmen	99.88%	Outstanding
Enrollment Procedure for Transferees	98.41%	Outstanding
Enrollment Procedure for Returning Students	100.00%	Outstanding
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	99.80%	Outstanding
Enrollment Procedure for Shifters	NT	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	NT	N/A
Issuance of Academic Credentials	99.07%	Outstanding
APPRAISAL AND TESTING SECTION		
College Admission Screening Process for Senior High School Applicants	98.34%	Outstanding
College Admission Screening Process for Transferee Applicants	NT	N/A
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	NT	N/A
College Admission Screening Process for ALS Applicants (Eligible for College)	NT	N/A
College Admission Screening Process – Processing of Test Results	NT	N/A
CASHIERING UNIT/SECTION		



Collection of School Fees	99.97%	Outstanding
Process for Claiming of Checks	NT	N/A
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	100.00%	Outstanding
FINANCE SERVICES		
Payment of Prizes	NT	N/A
Payment of Commercial Claims	NT	N/A
Payment of Honoraria	NT	N/A
GUIDANCE AND COUNSELING SECTION		
Walk-in Individual/Group Counseling	NT	N/A
Individual/Group Counseling through Referral	NT	N/A
Intake Interview	NT	N/A
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Students	NT	N/A
Dental Services for Students	NT	N/A
Issuance of Medical Certificate for Students	99.06%	Outstanding
Medical Consultation and Treatment for Students	98.88%	Outstanding
Medical Profiling and Physical Examination for Enrollment	94.55%	Very Satisfactory
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment for Inactive Employee	NT	N/A
Issuance for Service Record for Inactive Employee	NT	N/A
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Application for Library Card	97.24%	Outstanding
Open Database Electronic Access Services (Students)	NT	N/A
Open Database Electronic Access Services (Outside Researcher)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	98.94%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	NT	N/A
Returning of Borrowed Library Resources (Students)	99.08%	Outstanding
Returning of Borrowed Library Resources (Outside Researcher)	100.00%	Outstanding
PROCUREMENT UNIT		
Issuance of Acquiring Bidding Documents	NT	N/A
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION		
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Educational Tours/Field Trips	NT	N/A
Issuance of Good Moral Certificate	100.00%	Outstanding



STUDENT DISCIPLINE SECTION Student Disciplinary and Grievance	NT	N/A
SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events Borrowing of Sports, Cultural, and Arts Equipment	NT NT	N/A N/A
STUDENT PUBLICATION/YEARBOOK SECTION Screening of Applicants for Student Publication Publication of Newsletter/Literary Folio	NT NT	N/A N/A
STUDENT COUNCIL AND ORGANIZATION SECTION Processing of Application for Accreditation of Student Organization	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	NT	N/A
External Service Average	99.01%	Outstanding
Internal Services	Rating	Interpretation
CASHIERING UNIT/SECTION Process for Claiming of Checks Collection of Unexpended Funds	NT NT	N/A N/A
FINANCE SERVICES Issuance of Certification Payment of Cash Advance for Travelling Expenses Payment of Salaries and Wages Payment of Reimbursement for Travelling Expenses	NT NT NT NT	N/A N/A N/A N/A
HEALTH SERVICES UNIT/SECTION Application of Insurance Claims for Employees Dental Services for Employees Issuance of Medical Certificate for Employees Medical Consultation and Treatment for Employees	NT NT NT NT	N/A N/A N/A N/A
HUMAN RESOURCE MANAGEMENT UNIT/SECTION Application for Travel Order (1-3 Days of Travel) Application of Travel Order (Beyond 3 Days of Travel) Application of Leave of Absence (1-3 Days of Leave) Application of Leave of Absence (Beyond 3 Days of Leave) Issuance for Authority to Travel Abroad Issuance for Certificate of Compensatory Overtime Credit Issuance of Pay Slip for Loan Purposes Issuance of Endorsement Letter to Landbank	100.00% NT NT NT NT NT NT NT	Outstanding N/A N/A N/A N/A N/A N/A N/A



Issuance for Certificate of Employment for Active Employee	NT	N/A
Issuance for Service Record for Active Employee	NT	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	NT	N/A
Application of Travel Order (within the Region and not exceeding 3-days)	100.00%	Outstanding
Application for Travel Order (outside the Region, and/or exceeding 3-days)	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Open Database Electronic Access Services (Employees)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing)	100.00%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	100.00%	Outstanding
PROCUREMENT UNIT		
Processing of Purchase Orders for Alternative Mode of Procurement	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	NT	N/A
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	NT	N/A
Processing of Request for Physical Inventory of Property Accountabilities	NT	N/A
Internal Service Average	100.00%	Outstanding
OVERALL AVERAGE	99.51%	Outstanding

2. Total Number of Responses and Total Transactions per Service

External Services	Total Responses	Total Transactions	Minimum Required
ADMISSION AND STUDENT RECORDS UNIT/SECTION			
Enrollment Procedure for Freshmen	243	243	150
Enrollment Procedure for Transferees	9	9	9
Enrollment Procedure for Returning Students	8	8	8
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	1136	1136	593
Enrollment Procedure for Shifters	0	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	0	0	0
Issuance of Academic Credentials	343	343	281
APPRAISAL AND TESTING SECTION			
College Admission Screening Process for Senior High School Applicants	56	56	49
College Admission Screening Process for Transferee Applicants	0	0	0



College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	0	0	0
College Admission Screening Process for ALS Applicants (Eligible for College)	0	0	0
College Admission Screening Process – Processing of Test Results	366	366	188
CASHIERING UNIT/SECTION			
Collection of School Fees	230	230	162
Process for Claiming of Checks	0	0	0
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	32	32	31
FINANCE SERVICES			
Payment of Prizes	0	0	0
Payment of Commercial Claims	0	0	0
Payment of Honoraria	0	0	0
GUIDANCE AND COUNSELING SECTION			
Walk-in Individual/Group Counseling	0	0	0
Individual/Group Counseling through Referral	0	0	0
Intake Interview	0	0	0
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Students	0	0	0
Dental Services for Students	0	0	0
Issuance of Medical Certificate for Students	825	826	505
Medical Consultation and Treatment for Students	760	760	450
Medical Profiling and Physical Examination for Enrollment	299	299	168
HUMAN RESOURCE MANAGEMENT UNIT			
Issuance for Certificate of Employment for Inactive Employee	0	0	0
Issuance for Service Record for Inactive Employee	0	0	0
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Application for Library Card	102	102	90
Open Database Electronic Access Services (Students)	0	0	0
Open Database Electronic Access Services (Outside Researcher)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	562	562	319
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	0	0	0
Returning of Borrowed Library Resources (Students)	114	114	108



Returning of Borrowed Library Resources (Outside Researcher)	26	26	24
PROCUREMENT UNIT			
Issuance of Acquiring Bidding Documents	0	0	0
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION			
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	4	4	4
Issuance of Student Travel Permit for Educational Tours/Field Trips	0	0	0
Issuance of Good Moral Certificate	50	50	49
STUDENT DISCIPLINE SECTION			
Student Disciplinary and Grievance	0	0	0
SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION			
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	0	0	0
Borrowing of Sports, Cultural, and Arts Equipment	0	0	0
STUDENT PUBLICATION/YEARBOOK SECTION			
Screening of Applicants for Student Publication	0	0	0
Publication of Newsletter/Literary Folio	0	0	0
STUDENT COUNCIL AND ORGANIZATION SECTION			
Processing of Application for Accreditation of Student Organization	0	0	0
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	0	0	0
External Service Total	5165	5166	3188
Internal Services	Responses	Transactions	Minimum Required
CASHIERING UNIT/SECTION			
Process for Claiming of Checks	0	0	0
Collection of Unexpended Funds	0	0	0
FINANCE SERVICES			
Issuance of Certification	0	0	0
Payment of Cash Advance for Travelling Expenses	0	0	0
Payment of Salaries and Wages	0	0	0
Payment of Reimbursement for Travelling Expenses	0	0	0



HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Employees	0	0	0
Dental Services for Employees	0	0	0
Issuance of Medical Certificate for Employees	0	0	0
Medical Consultation and Treatment for Employees	0	0	0
HUMAN RESOURCE MANAGEMENT UNIT/SECTION			
Application for Travel Order (1-3 Days of Travel)	64	64	55
Application of Travel Order (Beyond 3 Days of Travel)	0	0	0
Application of Leave of Absence (1-3 Days of Leave)	0	0	0
Application of Leave of Absence (Beyond 3 Days of Leave)	0	0	0
Issuance for Authority to Travel Abroad	0	0	0
Issuance for Certificate of Compensatory Overtime Credit	0	0	0
Issuance of Pay Slip for Loan Purposes	0	0	0
Issuance of Endorsement Letter to Landbank	0	0	0
Issuance for Certificate of Employment for Active Employee	0	0	0
Issuance for Service Record for Active Employee	0	0	0
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	0	0	0
Application of Travel Order (within the Region and not exceeding 3-days)	474	477	405
Application for Travel Order (outside the Region, and/or exceeding 3-days)	7	7	7
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Open Database Electronic Access Services (Employees)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing)	39	39	36
Returning of Borrowed Library Resources	23	23	23
Application for the Utilization of Audio-Visual Room	52	52	52
PROCUREMENT UNIT			
Processing of Purchase Orders for Alternative Mode of Procurement	0	0	0
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	0	0	0
Processing of Request for Clearance of Employee Availing Leave Beyond 30			



days, or Employee Tendering Resignation	0	0	0
Processing of Request for Physical Inventory of Property Accountabilities	0	0	0
Internal Service Total	659	662	578
OVERALL TOTAL	5824	5828	3766

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (MONTEVISTA BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	4891	899	29	0	4	1	5824	99.43%
	83.98%	15.44%	0.50%	0.00%	0.07%	0.02%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1	4537	1168	84	24	4	7	5824	98.07%
<i>Responsiveness</i>	77.90%	20.05%	1.44%	0.41%	0.07%	0.12%	100.00%	
SQD 2	4766	1009	43	1	3	2	5824	99.19%
<i>Reliability</i>	81.83%	17.32%	0.74%	0.02%	0.05%	0.03%	100.00%	
SQD 3	4620	1057	101	12	4	30	5824	97.98%
<i>Access and Facilities</i>	79.33%	18.15%	1.73%	0.21%	0.07%	0.52%	100.00%	
SQD 4	4711	1018	84	1	1	9	5824	98.52%
<i>Communication</i>	80.89%	17.48%	1.44%	0.02%	0.02%	0.15%	100.00%	
SQD 5	497	52	3	8	1	5263	5824	97.86%
<i>Costs</i>	8.53%	0.89%	0.05%	0.14%	0.02%	90.37%	100.00%	
SQD 6	4896	888	33	3	1	3	5824	99.36%
<i>Integrity</i>	84.07%	15.25%	0.57%	0.05%	0.02%	0.05%	100.00%	
SQD 7	4884	893	45	1	1	0	5824	99.19%
<i>Assurance</i>	83.86%	15.33%	0.77%	0.02%	0.02%	0.00%	100.00%	
SQD 8	4797	944	68	2	3	10	5824	98.74%
<i>Outcome</i>	82.37%	16.21%	1.17%	0.03%	0.05%	0.17%	100.00%	
Overall (SQD 1-8)	33708	7029	461	52	18	5324	46592	98.71%
	72.35%	15.09%	0.99%	0.11%	0.04%	11.43%	100.00%	

Summary and Interpretation of SQD Results (Montevista Branch)

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.43%	Outstanding
SQD 1 Responsiveness	98.07%	Outstanding
SQD 2 Reliability	99.19%	Outstanding
SQD 3 Access and Facilities	97.98%	Outstanding
SQD 4 Communication	98.52%	Outstanding
SQD 5 Costs	97.86%	Outstanding
SQD 6 Integrity	99.36%	Outstanding
SQD 7 Assurance	99.19%	Outstanding
SQD 8 Outcome	98.74%	Outstanding
Overall SQD 1-8 Results	98.71%	Outstanding

F. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (EXTERNAL SERVICES MONTEVISTA BRANCH)

	Strongly Agree	Agree	Neither Agree	Disagree	Strongly Disagree	N/A	Total	Overall
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			nor Disagree					
SQD 0	4232	899	29	0	4	1	5165	99.36%
	81.94%	17.41%	0.56%	0.00%	0.08%	0.02%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	3880	1166	84	24	4	7	5165	97.83%
	75.12%	22.58%	1.63%	0.46%	0.08%	0.14%	100.00%	
SQD 2 Reliability	4109	1007	43	1	3	2	5165	99.09%
	79.55%	19.50%	0.83%	0.02%	0.06%	0.04%	100.00%	
SQD 3 Access and Facilities	3963	1055	101	12	4	30	5165	97.72%
	76.73%	20.43%	1.96%	0.23%	0.08%	0.58%	100.00%	
SQD 4 Communication	4054	1016	84	1	1	9	5165	98.33%
	78.49%	19.67%	1.63%	0.02%	0.02%	0.17%	100.00%	
SQD 5 Costs	494	47	3	8	1	4612	5165	97.83%
	9.56%	0.91%	0.06%	0.15%	0.02%	89.29%	100.00%	
SQD 6 Integrity	4237	888	33	3	1	3	5165	99.28%
	82.03%	17.19%	0.64%	0.06%	0.02%	0.06%	100.00%	
SQD 7 Assurance	4226	892	45	1	1	0	5165	99.09%
	81.82%	17.27%	0.87%	0.02%	0.02%	0.00%	100.00%	
SQD 8 Outcome	4139	943	68	2	3	10	5165	98.58%
	80.14%	18.26%	1.32%	0.04%	0.06%	0.19%	100.00%	
Overall (SQD 1-8)	29102	7014	461	52	18	4673	41320	98.55%
	70.43%	16.97%	1.12%	0.13%	0.04%	11.31%	100.00%	

G. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (INTERNAL SERVICES MONTEVISTA BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	659	0	0	0	0	0	659	100.00
	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	657	2	0	0	0	0	659	100.00%
	99.70%	0.30%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 2 Reliability	657	2	0	0	0	0	659	100.00%
	99.70%	0.30%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 3 Access and Facilities	657	2	0	0	0	0	659	100.00%
	99.70%	0.30%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 4 Communication	657	2	0	0	0	0	659	100.00%
	99.70%	0.30%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 5 Costs	0	0	0	0	0	659	659	100.00%
	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	
SQD 6 Integrity	659	0	0	0	0	0	659	100.00%
	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 7 Assurance	658	1	0	0	0	0	659	100.00%
	99.85%	0.15%	0.00%	0.00%	0.00%	0.00%	100.00%	
SQD 8 Outcome	658	1	0	0	0	0	659	100.00%
	99.85%	0.15%	0.00%	0.00%	0.00%	0.00%	100.00%	
Overall (SQD 1-8)	4603	10	0	0	0	659	5272	100.00%



	87.31%	0.19%	0.00%	0.00%	0.00%	12.50%	100.00%	
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NEW BATAAN BRANCH

A. OVERVIEW

Indicators	Score		
	Internal	External	Overall
Citizens Charter Awareness	N/A	N/A	99.82%
Citizens Charter Visibility	N/A	N/A	96.68%
Citizens Charter Helpfulness	N/A	N/A	98.02%
Response Rate	9749%	84.80%	86.83%
SQD Score (SQD 0)	100.00%	99.25%	99.25%
SQD Overall Score (SQD 1-8)	99.92%	97.52%	97.94%

B. DEMOGRAPHIC PROFILE

1. Age

Age Group						
Below 18	18-30	31-50	51-60	61 and above	Did not specify	Total
303	3095	174	2	0	309	3883

2. Gender

Gender					
Male	Female	LGBTQ+	Prefer not to say	Did not specify	Total
1341	2111	28	0	403	3883

3. Region

Other Region/s	Region XI	Total Responses
16	3867	3883

4. Customer Type

Customer Type				
Citizen	Business	Government	Did not specify	Total
3880	0	3	0	3883

C. CITIZEN’S CHARTER

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.	3579	92.17%
2. I know what a CC is but I did not see this office’s CC.	30	0.77%
3. I learned of the CC only when I saw this office’s CC.	267	6.88%
4. I do not know what a CC is, and I did not see one in this office.	6	0.15%



TOTAL	3883	
CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?		
1. Easy to see	3754	96.68%
2. Somewhat easy to see	115	2.96%
3. Difficult to see	10	0.26%
4. Not visible at all	1	0.03%
5. N/A	3	0.08%
TOTAL	3883	
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	3806	98.02%
2. Somewhat helped	69	1.78%
3. Did not help	1	0.03%
4. N/A	7	0.18%
TOTAL	3883	

D. SERVICE RESULTS
1. Rating per Service

External Services	Rating	Interpretation
ADMISSION AND STUDENT RECORDS UNIT/SECTION		
Enrollment Procedure for Freshmen	97.46%	Outstanding
Enrollment Procedure for Transferees	NT	N/A
Enrollment Procedure for Returning Students	NT	N/A
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	98.04%	Outstanding
Enrollment Procedure for Shifters	NT	N/A
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	NT	N/A
Issuance of Academic Credentials	98.73%	Outstanding
APPRAISAL AND TESTING SECTION		
College Admission Screening Process for Senior High School Applicants	95.24%	Outstanding
College Admission Screening Process for Transferee Applicants	NT	N/A
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	NT	N/A
College Admission Screening Process for ALS Applicants (Eligible for College)	NT	N/A
College Admission Screening Process – Processing of Test Results	93.90%	Very satisfactory
CASHIERING UNIT/SECTION		
Collection of School Fees	99.87%	Outstanding
Process for Claiming of Checks	NT	N/A
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	99.85%	Outstanding
FINANCE SERVICES		
Payment of Prizes	NT	N/A
Payment of Commercial Claims	NT	N/A
Payment of Honoraria	NT	N/A



GUIDANCE AND COUNSELING SECTION		
Walk-in Individual/Group Counseling	100.00%	Outstanding
Individual/Group Counseling through Referral	NT	N/A
Intake Interview	100.00%	Outstanding
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Students	100.00%	Outstanding
Dental Services for Students	NT	N/A
Issuance of Medical Certificate for Students	98.63	outstanding
Medical Consultation and Treatment for Students	100.00%	Outstanding
Medical Profiling and Physical Examination for Enrollment	95.78	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT		
Issuance for Certificate of Employment for Inactive Employee	NT	N/A
Issuance for Service Record for Inactive Employee	NT	N/A
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Application for Library Card	NT	N/A
Open Database Electronic Access Services (Students)	99.95%	Outstanding
Open Database Electronic Access Services (Outside Researcher)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	NT	N/A
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	100.00%	Outstanding
Returning of Borrowed Library Resources (Students)	100.00%	Outstanding
Returning of Borrowed Library Resources (Outside Researcher)	100.00%	Outstanding
PROCUREMENT UNIT		
Issuance of Acquiring Bidding Documents	NT	N/A
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION		
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	100.00%	Outstanding
Issuance of Student Travel Permit for Educational Tours/Field Trips	100.00%	Outstanding
Issuance of Good Moral Certificate	100.00%	Outstanding
STUDENT DISCIPLINE SECTION		
Student Disciplinary and Grievance	NT	N/A
SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION		
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	NT	N/A
Borrowing of Sports, Cultural, and Arts Equipment	NT	N/A
STUDENT PUBLICATION/YEARBOOK SECTION		
Screening of Applicants for Student Publication	NT	N/A
Publication of Newsletter/Literary Folio	NT	N/A



STUDENT COUNCIL AND ORGANIZATION SECTION		
Processing of Application for Accreditation of Student Organization	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	NT	N/A
External Service Average	98.87%	Outstanding
Internal Services	Rating	
CASHIERING UNIT/SECTION		
Process for Claiming of Checks	NT	N/A
Collection of Unexpended Funds	NT	N/A
FINANCE SERVICES		
Issuance of Certification	NT	N/A
Payment of Cash Advance for Travelling Expenses	NT	N/A
Payment of Salaries and Wages	NT	N/A
Payment of Reimbursement for Travelling Expenses	NT	N/A
HEALTH SERVICES UNIT/SECTION		
Application of Insurance Claims for Employees	100.00%	Outstanding
Dental Services for Employees	NT	N/A
Issuance of Medical Certificate for Employees	NT	N/A
Medical Consultation and Treatment for Employees	100.00%	Outstanding
HUMAN RESOURCE MANAGEMENT UNIT/SECTION		
Application for Travel Order (1-3 Days of Travel)	NT	N/A
Application of Travel Order (Beyond 3 Days of Travel)	NT	N/A
Application of Leave of Absence (1-3 Days of Leave)	NT	N/A
Application of Leave of Absence (Beyond 3 Days of Leave)	NT	N/A
Issuance for Authority to Travel Abroad	NT	N/A
Issuance for Certificate of Compensatory Overtime Credit	NT	N/A
Issuance of Pay Slip for Loan Purposes	NT	N/A
Issuance of Endorsement Letter to Landbank	NT	N/A
Issuance for Certificate of Employment for Active Employee	NT	N/A
Issuance for Service Record for Active Employee	NT	N/A
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	100.00%	Outstanding
Application of Travel Order (within the Region and not exceeding 3-days)	100.00%	Outstanding
Application for Travel Order (outside the Region, and/or exceeding 3-days)	100.00%	Outstanding
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION		
Open Database Electronic Access Services (Employees)	100.00%	Outstanding
Reading and Circulation Services (Inside Reading and Borrowing)	100.00%	Outstanding
Returning of Borrowed Library Resources	100.00%	Outstanding
Application for the Utilization of Audio-Visual Room	NT	N/A



PROCUREMENT UNIT		
Processing of Purchase Orders for Alternative Mode of Procurement	NT	N/A
SUPPLY AND PROPERTY MANAGEMENT UNIT		
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	NT	N/A
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	NT	N/A
Processing of Request for Physical Inventory of Property Accountabilities	NT	N/A
Internal Service Average	100.00%	Outstanding
OVERALL AVERAGE	99.44%	Outstanding

2. Total Number of Responses and Total Transactions per Service

External Services	Responses	Transactions	Minimum Required
ADMISSION AND STUDENT RECORDS UNIT/SECTION			
Enrollment Procedure for Freshmen	172	220	140
Enrollment Procedure for Transferees	0	0	0
Enrollment Procedure for Returning Students	0	0	0
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	365	552	310
Enrollment Procedure for Shifters	0	0	0
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	0	0	0
Issuance of Academic Credentials	1255	1371	870
APPRAISAL AND TESTING SECTION			
College Admission Screening Process for Senior High School Applicants	3	3	3
College Admission Screening Process for Transferee Applicants	0	0	0
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	0	0	0
College Admission Screening Process for ALS Applicants (Eligible for College)	0	0	0
College Admission Screening Process – Processing of Test Results	349	412	199
CASHIERING UNIT/SECTION			
Collection of School Fees	74	78	74
Process for Claiming of Checks	0	0	0
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	56	56	53
FINANCE SERVICES			
Payment of Prizes	0	0	0
Payment of Commercial Claims	0	0	0
Payment of Honoraria	0	0	0
GUIDANCE AND COUNSELING SECTION			



Walk-in Individual/Group Counseling	15	15	14
Individual/Group Counseling through Referral	0	0	0
Intake Interview	23	23	23
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Students	7	7	7
Dental Services for Students	0	0	0
Issuance of Medical Certificate for Students	309	374	288
Medical Consultation and Treatment for Students	20	20	20
Medical Profiling and Physical Examination for Enrollment	254	279	183
	7	7	7
HUMAN RESOURCE MANAGEMENT UNIT			
Issuance for Certificate of Employment for Inactive Employee	0	0	0
Issuance for Service Record for Inactive Employee	0	0	0
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Application for Library Card	136	198	136
Open Database Electronic Access Services (Students)	0	0	0
Open Database Electronic Access Services (Outside Researcher)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing) (Students)	12	12	12
Reading and Circulation Services (Inside Reading and Borrowing) (Outside Researcher)	33	34	32
Returning of Borrowed Library Resources (Students)	15	15	15
Returning of Borrowed Library Resources (Outside Researcher)	0	0	0
PROCUREMENT UNIT			
Issuance of Acquiring Bidding Documents	0	0	0
STUDENT AFFAIRS AND SERVICES DIVISION/SECTION			
Issuance of Student Travel Permit for Curricular and Non-Curricular Off-Campus Activities	45	45	45
Issuance of Student Travel Permit for Educational Tours/Field Trips	1	1	1
Issuance of Good Moral Certificate	41	41	39
STUDENT DISCIPLINE SECTION			
Student Disciplinary and Grievance	0	0	0
SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION			
Screening/Try-Out of Applicants in Sports, Cultural, and Arts Events	0	0	0
Borrowing of Sports, Cultural, and Arts Equipment	0	0	0



STUDENT PUBLICATION/YEARBOOK SECTION			
Screening of Applicants for Student Publication	0	0	0
Publication of Newsletter/Literary Folio	0	0	0
STUDENT COUNCIL AND ORGANIZATION SECTION			
Processing of Application for Accreditation of Student Organization	0	0	0
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	0	0	0
External Service Total	3185	3756	2464
Internal Services	Responses	Transactions	Minimum Required
CASHIERING UNIT/SECTION			
Process for Claiming of Checks	0	0	0
Collection of Unexpended Funds	0	0	0
FINANCE SERVICES			
Issuance of Certification	0	0	0
Payment of Cash Advance for Travelling Expenses	0	0	0
Payment of Salaries and Wages	0	0	0
Payment of Reimbursement for Travelling Expenses	0	0	0
HEALTH SERVICES UNIT/SECTION			
Application of Insurance Claims for Employees	2	2	2
Dental Services for Employees	0	0	0
Issuance of Medical Certificate for Employees	0	0	0
Medical Consultation and Treatment for Employees	17	17	17
HUMAN RESOURCE MANAGEMENT UNIT/SECTION			
Application for Travel Order (1-3 Days of Travel)	0	0	0
Application of Travel Order (Beyond 3 Days of Travel)	0	0	0
Application of Leave of Absence (1-3 Days of Leave)	0	0	0
Application of Leave of Absence (Beyond 3 Days of Leave)	0	0	0
Issuance for Authority to Travel Abroad	0	0	0
Issuance for Certificate of Compensatory Overtime Credit	0	0	0
Issuance of Pay Slip for Loan Purposes	0	0	0
Issuance of Endorsement Letter to Landbank	0	0	0
Issuance for Certificate of Employment for Active Employee	0	0	0



Issuance for Service Record for Active Employee	0	0	0
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-Time Personnel)	5	5	5
Application of Travel Order (within the Region and not exceeding 3-days)	646	664	553
Application for Travel Order (outside the Region, and/or exceeding 3-days)	7	7	7
LIBRARY AND LEARNING RESOURCE CENTER UNIT/SECTION			
Open Database Electronic Access Services (Employees)	0	0	0
Reading and Circulation Services (Inside Reading and Borrowing)	9	9	9
Returning of Borrowed Library Resources	4	4	4
Application for the Utilization of Audio-Visual Room	8	8	8
PROCUREMENT UNIT			
Processing of Purchase Orders for Alternative Mode of Procurement	0	0	0
SUPPLY AND PROPERTY MANAGEMENT UNIT			
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	0	0	0
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	0	0	0
Processing of Request for Physical Inventory of Property Accountabilities	0	0	0
Internal Service Total	698	716	605
OVERALL TOTAL	3883	4472	3069

E. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (NEW BATAAN BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	2883	970	23	2	4	1	3883	99.25%
	74.25%	24.98%	0.59%	0.05%	0.10%	0.03%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1	2500	1178	113	11	2	79	3883	96.69%
<i>Responsiveness</i>	64.38%	30.34%	2.91%	0.28%	0.05%	2.03%	100.00%	
SQD 2 <i>Reliability</i>	2763	1065	39	0	0	16	3883	98.99%
	71.16%	27.43%	1.00%	0.00%	0.00%	0.41%	100.00%	
SQD 3	2464	1101	81	8	0	229	3883	97.56%
<i>Access and Facilities</i>	63.46%	28.35%	2.09%	0.21%	0.00%	5.90%	100.00%	
SQD 4 <i>Communication</i>	2665	1092	74	5	0	47	3883	97.94%
	68.63%	28.12%	1.91%	0.13%	0.00%	1.21%	100.00%	
SQD 5	343	363	57	10	3	3107	3883	90.98%
<i>Costs</i>	8.83%	9.35%	1.47%	0.26%	0.08%	80.02%	100.00%	



SQD 6 <i>Integrity</i>	2823	977	54	6	1	22	3883	98.42%
	72.70%	25.16%	1.39%	0.15%	0.03%	0.57%	100.00%	
SQD 7 <i>Assurance</i>	2929	908	35	3	0	8	3883	99.02%
	75.43%	23.38%	0.90%	0.08%	0.00%	0.21%	100.00%	
SQD 8 <i>Outcome</i>	2739	1061	60	5	0	18	3883	98.32%
	70.54%	27.32%	1.55%	0.13%	0.00%	0.46%	100.00%	
Overall (SQD 1-8)	19226	7745	513	48	6	3526	31064	97.94%
	61.89%	24.93%	1.65%	0.15%	0.02%	11.35%	100.00%	

Summary and Interpretation of SQD Results (New Bataan Branch)

Service Quality Dimensions	Rating	Interpretation
SQD 0 Overall Satisfaction	99.25%	Outstanding
SQD 1 Responsiveness	96.69%	Outstanding
SQD 2 Reliability	98.99%	Outstanding
SQD 3 Access and Facilities	97.56%	Outstanding
SQD 4 Communication	97.94%	Outstanding
SQD 5 Costs	90.98%	Very Satisfactory
SQD 6 Integrity	98.42%	Outstanding
SQD 7 Assurance	99.02%	Outstanding
SQD 8 Outcome	98.32%	Outstanding
Overall SQD 1-8 Results	97.94%	Outstanding

F. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (EXTERNAL SERVICES NEW BATAAN BRANCH)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	2205	949	23	2	5	1	3185	99.25%
	69.23%	29.80%	0.72%	0.06%	0.16%	0.03%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 <i>Responsiveness</i>	1840	1145	112	11	2	75	3185	95.98%
	57.77%	35.95%	3.52%	0.35%	0.06%	2.35%	100.00%	
SQD 2 <i>Reliability</i>	2091	1042	38	0	0	14	3185	98.80%
	65.65%	32.72%	1.19%	0.00%	0.00%	0.44%	100.00%	
SQD 3 <i>Access and Facilities</i>	1828	1073	80	8	0	196	3185	97.06%
	57.39%	33.69%	2.51%	0.25%	0.00%	6.15%	100.00%	
SQD 4 <i>Communication</i>	2007	1058	73	5	0	42	3185	97.52%
	63.01%	33.22%	2.29%	0.16%	0.00%	1.32%	100.00%	
SQD 5 <i>Costs</i>	315	353	57	10	3	2447	3185	90.51%
	9.89%	11.08%	1.79%	0.31%	0.09%	76.83%	100.00%	
SQD 6 <i>Integrity</i>	2162	947	53	6	1	16	3185	98.11%
	67.88%	29.73%	1.66%	0.19%	0.03%	0.50%	100.00%	
SQD 7 <i>Assurance</i>	2260	885	35	3	0	2	3185	98.81%
	70.96%	27.79%	1.10%	0.09%	0.00%	0.06%	100.00%	
SQD 8 <i>Outcome</i>	2069	1036	60	5	0	15	3185	97.95%
	64.96%	32.53%	1.88%	0.16%	0.00%	0.47%	100.00%	
Overall (SQD 1-8)	14572	7539	508	48	6	2807	25480	97.52%
	57.19%	29.59%	1.99%	0.19%	0.02%	11.02%	100.00%	

G. SERVICE QUALITY DIMENSIONS (SQDs) RESULTS (INTERNAL SERVICES NEW BATAAN BRANCH)



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 0	678	20	0	0	0	0	698	100.00%
	97.13%	2.87%	0.00%	0.00%	0.00%	0.00%	100.00%	

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total	Overall
SQD 1 Responsiveness	661	32	1	0	0	4	698	99.86%
	94.70%	4.58%	0.14%	0.00%	0.00%	0.57%	100.00%	
SQD 2 Reliability	668	28	0	0	0	2	698	100.00%
	95.70%	4.01%	0.00%	0.00%	0.00%	0.29%	100.00%	
SQD 3 Access and Facilities	636	28	1	0	0	33	698	99.85%
	91.12%	4.01%	0.14%	0.00%	0.00%	4.73%	100.00%	
SQD 4 Communication	659	34	1	0	0	4	698	99.86%
	94.41%	4.87%	0.14%	0.00%	0.00%	0.57%	100.00%	
SQD 5 Costs	28	10	0	0	0	660	698	100.00%
	4.01%	1.43%	0.00%	0.00%	0.00%	94.56%	100.00%	
SQD 6 Integrity	661	30	1	0	0	6	698	99.86%
	94.70%	4.30%	0.14%	0.00%	0.00%	0.86%	100.00%	
SQD 7 Assurance	669	24	0	0	0	5	698	100.00%
	95.85%	3.44%	0.00%	0.00%	0.00%	0.72%	100.00%	
SQD 8 Outcome	670	25	0	0	0	3	698	100.00%
	95.99%	3.58%	0.00%	0.00%	0.00%	0.43%	100.00%	
Overall (SQD 1-8)	4652	211	4	0	0	717	5584	99.92%
	83.31%	3.78%	0.07%	0.00%	0.00%	12.84%	100.00%	



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