

CITIZEN / CLIENT SATISFACTION SURVEY (CCSS) REPORT

A. CCSS METHODOLOGY

Consistent with the aim to achieve continual government-wide improvement through seamless public service delivery, the DOST VIII maintains service quality standards in the delivery of its services. The agency has institutionalized the mechanism of generating feedback and obtaining perceptions from customers through the DOST VIII Customer Satisfaction Survey using semi-structured survey instruments designed to measure customers' level of satisfaction on the delivery of DOST VIII services and solicit insights and suggestions for improvement thereof. There are two instruments used for this purpose, respective for the two (2) broad classification of customers based on the nature of the services availed with DOST VIII; e.g., for customers availing the laboratory services of the Regional Standards and Testing Laboratory (RSTL) using the survey instrument coded as OP-020-F1; and the survey instrument coded as PM-DOST VIII-09-01-F1 for customers availing all other DOST8 services. Both these customer satisfaction survey forms are controlled documents under the ISO quality management documentation of the agency, the ISO 17025:2017 and ISO 9001:2015, respectively. The survey instruments gather both quantitative and qualitative information from the customer-respondents. The quantitative data are rating scores to measure the level of satisfaction from the services provided by DOST VIII; while the qualitative data are comments/suggestions from customers. The data are analyzed monthly wherein determination of overall customers' level of satisfaction and on the individual rating factors for service delivery and facilities are done. The quantitative data are analyzed using descriptive statistics to determine frequencies and trends (measures of central tendency). The qualitative data are reported verbatim from which similar comments and words can be clustered and processed to determine the corresponding information being communicated by the customer(s).

1. Respondents Criteria and Survey Sampling Coverage

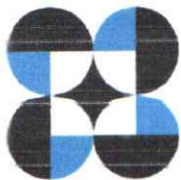
All customers who have availed of DOST VIII services from all service delivery points, and transacting business thereof, e.g., the Regional Office Technical Operations and Financial and Administrative Services functional units, the six (6) Provincial Science and Technology Centers, and the Regional Standards and Testing Laboratory (RSTL) are considered in the sampling frame of respondents for the customer satisfaction survey. These respondents include MSMEs, researchers, students, media, government/non-government entities/individuals, and the general public. These customers can either be walk-in soliciting S&T information and other immediately deliverable services, project beneficiaries, recipients of training and consultancy services, scholars of DOST VIII scholarship programs, participants in various S&T events such as fora, seminars, focus group discussions, S&T promotions and others; suppliers and all others transacting business with DOST VIII.

2. Sampling Procedure

The sample size considers the total number of participants or customers availing the services or participating in the DOST VIII activities. For small number of participants/customers, total enumeration is followed. For customers with short to long term engagements with DOST VIII, and different services are provided on a continual manner; the customer is requested to accomplish the survey for each type of services availed. The concerned primary point of contact of customer (e.g., Regional Office functional unit, PSTC, RSTL) administers the survey to eliminate duplication in data gathering. For events and activities with high number of customers/participants, simple random sampling procedure is followed wherein the representative number of customer respondents is statistically computed to attain 95% confidence level.

3. Survey Instrument / Questionnaire

The DOST VIII uses two survey instruments to gather customer feedback on its services, from which insights are obtained on how to further improve the delivery of products and services. For its non-laboratory services, the PM-DOST VIII-09-01-F1 is used which is designed to gather customer satisfaction ratings



through a five-point Likert scale of satisfaction measurements for two areas: delivery of services and facilities; with 1 as the lowest and 5 as the highest ratings (i.e., P-Poor = 1, F-Fair = 2, S-Satisfactory = 3, VS-Very Satisfactory = 4, and E-Excellent = 5). For service delivery, the factors include: timeliness, attitude of the staff, quality of service, sufficiency of service extended, and overall perception of the service(s) rendered. For the facilities, the rating factors include: cleanliness, orderliness, accessibility to customers, safety, light and illumination, and ventilation. For online experience, the factors include: registration process / steps, choice of online platform, time management, visuals / presentation materials, flow and continuity, and overall organization.

For customers availing the laboratory (RSTL) services, OP-020-F1 customer satisfaction survey form is used in consideration of the nature of the services being availed from the DOST VIII. The survey instrument also uses a five-point Likert scale to measure delivery of service and the importance of the quality of service items to customers. The quality of service items being rated include: timeliness, correctness/accuracy of test/calibration report/certificate, sufficiency of service, efficiency/attitude of staff, and overall customer experience. On a scale 1-5, these service quality items are rated in terms of meeting customer satisfaction and their importance to customers (e.g., 1= very dissatisfied; 2 = quite satisfied; 3= neither satisfied nor dissatisfied; 4 = very satisfied; 5 = outstanding; and the importance rating scale as 1= not at all important; 2= quite unimportant; 3= neither important nor unimportant; 4= quite important; 5= very important). In addition, net promoter score is obtained from RSTL customer-respondents to determine the frequencies for detractors and promoters.

B. RESULTS OF THE CCSS FOR FY2021

To determine the minimum number of sample respondents with 95% confidence limit, and considering that the total population of customers is unknown, a simple random sampling formula to estimate from the proportion of the population was used ($n=D^2pq$). With a margin of error set at 0.015 and $p=0.5$, the computed sample number is 4,269. For the year, the total number of respondents considered in this analysis was 5,113; more than the minimum sample-respondents required to obtain a statistically valid survey result.

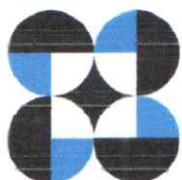
For FY 2021, the RSTL had 560 customers who responded and gave their ratings to the laboratory services they have availed. Results of the survey revealed a Customer Satisfaction Index (CSI) of 96.72% ("Very Satisfactory"), and a Net Promoter Score (NPS) of 88.57%.

Moreover, for the other services offered by DOST VIII, a total of 4,553 customers responded and gave their ratings based on the delivery of service, and facilities (for face to face rendition of the service) / online experience (for activities conducted virtually). In this aspect, DOST VIII obtained an overall Customer Satisfaction Rating of 93.33% or 4.67 rating score, which is at the "Very Satisfactory" level.

On the analysis of the qualitative data obtained from the survey which represent the customers' perceptions on the DOST VIII services, there was no negative remarks noted. However, there were suggestions for further improvement and/or requests for additional services. These comments and suggestions are duly noted and considered in succeeding engagements of DOST VIII, as appropriate in its suit of programs, projects, and activities.

C. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN FY2021 PBB

The survey instrument (PM-DOST VIII-09-01-F1) for measuring Customer Satisfaction Feedback has been updated and revised effective November 19, 2021, in order to capture customer feedback for virtually conducted DOST VIII service / activity in accordance to the new normal. Likewise, the Customer Satisfaction Feedback form can now be administered online which is much more efficient for customers to accomplish.



D. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2022

The Management of Information System (MIS) Unit of DOST8 has designed and developed an Online Helpdesk System that can cater inquiries of customers sent thru email or at the Message Box of the official DOST VIII websites and the Region VIII PSTC websites. This information system is equipped with the Customer Satisfaction Feedback Form which is automatically sent through the customers' email once their engagement is marked as closed or complete. The system can then process the data and generate a summary of the customer satisfaction ratings obtained by DOST VIII. The system is now being finalized by the MIS unit and would be deployed for pilot testing afterwards.

In addition, the different DOST regional offices have been encouraged to use a Harmonized Customer Relations Management System (CRMS) developed by DOST IX. This information system will also be subjected to pilot testing on one of the PSTCs in the region to test its appropriateness and effectiveness in DOST VIII.

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