

Department of Science and Technology
Regional Office No. VIII

Customer Satisfaction Measurement Report
Regional Office – Eastern Visayas
2023 (1st Edition)



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I. Overview

In line with the objective for continual government-wide improvement through seamless public service delivery, the Department of Science and Technology Regional Office No. VIII (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 with the delivery of DOST VIII services and solicit insights and suggestions for improvement thereof. The organization has adopted this method to determine if customer expectations based on satisfaction measurements are being met. The Customer Satisfaction and Feedback (CSF) Forms are filled out by clients/customers after availing service/s rendered by or transacted from a unit or Provincial Office.

II. Scope

Eastern Visayas (Region VIII) is located in the east-central area of the Philippines facing the Pacific Ocean. It is the fourth largest region in the Philippines with a total land area of 21,431.9 square kilometers. It is composed of three main islands (Samar, Leyte, and Biliran) and six provinces, one independent city, and one highly urbanized city (Biliran, Leyte, Northern Samar, Eastern Samar, Samar, Southern Leyte, Ormoc, and Tacloban). The DOST VIII conducted surveys throughout the year starting from January 2023 to December 2023 that was conducted through both online and paper formats. The agency surveyed all customers who have availed of DOST VIII services from all services 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 Offices, and the Regional Standards and Testing Laboratory (RSTL) in CY 2023 and a total of 3,157 respondents responded to the CSF survey.

No.	External Services	Responses	Total Number of Transacting Clients
1	SETUP	155	190
2	Packaging and Labeling Services	47	81
3	Technology Training	476	2868
4	Technical Consultancy	90	147
5	Scholarship Program	987	2227
6	Microbiological Testing	162	573
7	Physico-Chemical Testing	73	121
8	Calibration Services	499	859
9	Others	291	556
TOTAL		2780	7622

III. Methodology

There are two instruments used for this purpose, respective for the two broad classifications 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 DOST VIII 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 with the services provided by DOST VIII; while the qualitative data are comments/suggestions from customers. The data are analyzed monthly wherein the determination of overall customers' level of satisfaction and 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 services 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 Offices, 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.

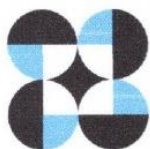
2. Sampling Procedure

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 service availed. The concerned primary point of contact of the customer (e.g., Regional Office functional unit, PSTO, RSTL) administers the survey to eliminate duplication in data gathering. For events and activities with high number of customers/participants, a simple random sampling procedure is followed wherein the representative number of customer respondents is statistically computed to attain a 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 (e.g., 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 customers availing the laboratory (RSTL) services, the 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 the delivery of service and the importance of the quality service items to customers. The quality 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 of 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, the net promoter score is obtained from RSTL customer respondents to determine the frequencies of detractors and promoters.



Sample CSF Rating for customers availing of non-laboratory services

DELIVERY OF SERVICE (Please rate): E - Excellent; VS - Very Satisfactory; S - Satisfactory; F - Fair; P - Poor

Factors	Rating				
	E	VS	S	F	P
Timeliness (service completed within the agreed time of delivery)					
Attitude of Staff (approachability; courtesy)					
Quality of Service (accuracy of reports/information; credibility of staff)					
Sufficiency of Service Extended (desired service substantially met)					
Overall perception of the Service/s rendered					

IV. Please rate A. FACILITIES for face-to-face mode of delivery of service; or B. ONLINE EXPERIENCE for virtual activities (trainings/webinars)

A) Facilities

Factors	Rating				
	E	VS	S	F	P
Cleanliness					
Orderliness					
Accessibility to Clients					
Safety					
Light and Illumination					
Ventilation					

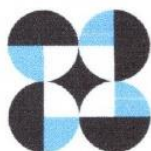
B) Online Experience

	E	VS	S	F	P
Registration Process / Steps					
Choice of Online Platform (Zoom, Google Meet, etc.)					
Time Management					
Visuals / Presentation Materials					
Flow and Continuity					
Over-all Organization					

Sample CSF Rating for customers availing of laboratory services

Delivery of Service (Please check)

Service quality Items	Very Satisfied (5)	Outstanding (4)	Neither satisfied nor dissatisfied (3)	Quite dissatisfied (2)	Very dissatisfied (1)
Timeliness					
Correctness and accuracy of test/calibration result/certificate					
Sufficiency of service					
Cost					
Efficiency and/or attitude of staff					
Over-all customer experience					



How important are these items to you? (Please check)

Service Quality Items	Very Important (5)	Quite Important (4)	Neither important nor unimportant (3)	Quite unimportant (2)	Not at all important (1)
Timeliness					
Correctness and accuracy of test/calibration result/ certificate					
Sufficiency of service					
Cost					
Efficiency and/or attitude of staff					
Over-all customer experience					

IV. Data and Interpretation

Profile of the Respondents

The respondents of the customer satisfaction survey for CY 2023 are classified by sex and client type per point of service. **Table IV-1** shows the disaggregation of respondents based on sex showing a total of 1,470 males and 1,687 females. On the other hand, **Table IV-2** shows the classification of respondents based on client type e.g., academe, association, cooperative, government, individual, LGU, OFW, private, students, and others. These client types are derived from DOST's different points of service in Region VIII (Eastern Visayas).

IV-1. Disaggregation of Respondents by Sex

Month	Total Male Respondents	Total Female Respondents
January	83	79
February	94	93
March	129	142
April	131	116
May	81	88
June	175	234
July	223	278
August	60	53
September	78	79
October	133	141
November	91	121
December	192	263
Subtotal	1470	1687
TOTAL	3157	



IV-2. Type of Respondents based per Point of Service

Point of Service Client Type	Region	Leyte	Southern Leyte	Biliran	Samar	Eastern Samar	Northern Samar	Total
Academe	33	31	5	11	4	24	6	114
Association	5	30	55	53	77	19	11	250
Cooperative	11	23	12	15	1	5	0	67
Government	45	58	10	3	7	14	1	138
Individual	40	12	11	11	6	14	1	95
LGU	266	18	11	5	17	7	8	332
OFW	2	1	1	0	0	0	0	4
Private	26	20	54	26	22	55	20	223
NGO	0	2	1	1	0	1	0	5
Student	203	1	22	33	22	32	57	370
Others	13	27	2	4	13	3	4	66
Subtotal	645	223	184	162	169	174	108	
TOTAL								1665

To determine the minimum number of sample respondents with a 95% confidence limit and considering that the total population of customers is unknown, a simple random sampling formula to estimate the proportion of the population was used ($n=D^2pq$). With a margin of error set at 0.02 and $p=0.5$, the computed sample number is 2,401. For the year, the total number of respondents considered in this analysis was 3,157; more than the minimum sample respondents required to obtain statistically valid survey results.

For FY 2023, the RSTL had 800 customers who responded and gave their ratings to the laboratory services they had availed. Results of the survey revealed a Customer Satisfaction Index (CSI) of 97.63% (*Very Satisfactory*), and a Net Promoter Score (NPS) of 92.74% (measure of customer experience which equates to the frequency of respondents that promotes the services to others).

Moreover, for the other (non-laboratory) services offered by DOST VIII, a total of 2,357 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 95.88% or 4.80 rating score, which is at the "Very Satisfactory" level.

On the analysis of the qualitative data obtained from the survey which represents the customers' perceptions of the DOST VIII services, there were 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 suite of programs, projects, and activities.

V. Results of the Agency Action Plan reported in FY 2022 PBB

The survey instrument (PM-DOST VIII-09-01-F1) for measuring Customer Satisfaction Feedback has been updated and revised effective November 19, 2021. A form was also developed to capture customer feedback from customers availing services through or participating in activities online or virtually. Likewise, the Customer Satisfaction Feedback form



Republic of the Philippines

DEPARTMENT OF SCIENCE AND TECHNOLOGY

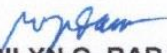
Regional Office No. VIII



VI. Continuous Agency Improvement Plan for the following year

With the digital transformation program of the DOST, the provision of services to customers is expected to be enhanced with a broader reach of information. Concomitantly, this would result in the greater use of information systems to obtain customer feedback, analysis, and report generation. With this development, there is also the need to fully implement a harmonized customer satisfaction feedback tool for the Regional Offices.

Prepared and Approved by:


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ANNEX A

DEPARTMENT OF SCIENCE AND TECHNOLOGY
Regional Office VIII

Control No. _____

Customer Satisfaction Feedback Form

Name / Company: _____
Address/Email Address: _____

Date: _____
Telephone/Mobile no.: _____

I. SECTOR (Please check):

- | | |
|--|--|
| <input type="checkbox"/> Academic (Teacher, Professor, Faculty, University Researcher) | <input type="checkbox"/> NGO |
| <input type="checkbox"/> Association | <input type="checkbox"/> OFW |
| <input type="checkbox"/> Cooperative | <input type="checkbox"/> Private (Sole Proprietor, Entrepreneur, MSME) |
| <input type="checkbox"/> Individual / NEET (Not in Education, Employment, or Training) | <input type="checkbox"/> Student |
| <input type="checkbox"/> Government | <input type="checkbox"/> Others, please specify: _____ |
| <input type="checkbox"/> LGU | |

II. SERVICE AVAILABLE (Please check):

- | | |
|--|--|
| <input type="checkbox"/> SETUP | <input type="checkbox"/> Scholarship Program |
| <input type="checkbox"/> Packaging & Labelling | <input type="checkbox"/> Finance & Administrative Services |
| <input type="checkbox"/> Technology Training | <input type="checkbox"/> Others, please specify: _____ |
| <input type="checkbox"/> Technical Consultancy | |

III. DELIVERY OF SERVICE (Please rate): E - Excellent; VS - Very Satisfactory; S - Satisfactory; F - Fair; P - Poor

Factors	Rating				
	E	VS	S	F	P
Timeliness (service completed within the agreed time of delivery)					
Attitude of Staff (approachability, courtesy)					
Quality of Service (accuracy of reports/information, credibility of staff)					
Sufficiency of Service Extended (desired service substantially met)					
Overall perception of the Service/s rendered					

Please give details on any "Poor" rating above _____

IV. Please rate A. FACILITIES for face-to-face mode of delivery of service; or B. ONLINE EXPERIENCE for virtual activities (trainings/webinars)

A) Facilities

Factors	Rating				
	E	VS	S	F	P
Cleanliness					
Orderliness					
Accessibility to Clients					
Safety					
Light and Illumination					
Ventilation					

Please give details on any "Poor" rating above _____

B) Online Experience

	E	VS	S	F	P
Registration Process / Steps					
Choice of Online Platform (Zoom, Google Meet, etc.)					
Time Management					
Visuals / Presentation Materials					
Flow and Continuity					
Overall Organization					

Please give details on any "Poor" rating above _____

V. Other Comments/Suggestions to improve our services:

- ☐ I hereby authorize the Department of Science and Technology Regional Office VIII to collect and process the data indicated herein for improvement of implementing or rendering DOST8 services / activities in the future.

Signature over Printed Name: _____
Designation: _____



Department of Science and Technology
Regional Office No. 8
REGIONAL STANDARDS AND TESTING LABORATORY
Government Center, Candahug, Palo, Leyte
Tel: (053) 888-0948, (053) 323-6403
Fax: (053) 888-0948

OP-020-F1
Rev.:04

Customer Satisfaction Feedback Survey

To serve you better, may we request for your time in giving us your feedback. All information will be treated with strict confidentiality as we value your comments and/or suggestions.

I. Customer Information

Name:	Name/Address of Company:
Designation:	Contact No.:

II. Nature of Business

Product/s:

- | | | |
|---|--|---|
| <input type="checkbox"/> Raw/Processed fish/marine | <input type="checkbox"/> Processed fruits/ vegetables | <input type="checkbox"/> Sauces, condiments, spices |
| <input type="checkbox"/> Nuts and Coconuts Preparations | <input type="checkbox"/> Drinking Water | <input type="checkbox"/> Animal feedstuff |
| <input type="checkbox"/> Meat and Meat Preparations | <input type="checkbox"/> Cereal and Flour preparations | <input type="checkbox"/> Petroleum |
| <input type="checkbox"/> Beverages and Juices | <input type="checkbox"/> Dairy | <input type="checkbox"/> Others: (Specify) _____ |

Sector/Industry:

- | | | |
|---|--|--|
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Construction | <input type="checkbox"/> Government/ LGUs |
| <input type="checkbox"/> Food Service, Restaurant | <input type="checkbox"/> Mining | <input type="checkbox"/> Academe/ Student |
| <input type="checkbox"/> Hospital/ Health Care | <input type="checkbox"/> Water refilling/ bottling | <input type="checkbox"/> Others: (specify) _____ |

Type of market: ☐ Local ☐ Export ☐ Both

III. What service(s) have you availed from RSTL?

- | | | |
|---|---|--|
| <input type="checkbox"/> Microbiological Testing | <input type="checkbox"/> Physico-Chemical Testing | <input type="checkbox"/> Calibration Services |
| <input type="checkbox"/> Consultancy/ Training;
Specify: _____ | <input type="checkbox"/> Formula of Conversion | <input type="checkbox"/> Others;
Specify: _____ |

IV. Delivery of Service (please check)

Service quality items	Very Satisfied (5)	Outstanding (4)	Neither satisfied nor dissatisfied (3)	Quite dissatisfied (2)	Very dissatisfied (1)
Timeliness					
Correctness and accuracy of test/calibration result/certificate					
Sufficiency of service					
Cost					
Efficiency and/or attitude of staff					
Over-all customer experience					

Please state reason/s for rating of dissatisfaction above, if any:

(Please continue to back page)

CSF No.: _____



OP-020-F1
Rev.:04

V. How important are these items to you? (Please check)

Service Quality Items	Very Important (5)	Quite Important (4)	Neither important nor unimportant (3)	Quite unimportant (2)	Not at all important (1)
Timeliness					
Correctness and accuracy of test/calibration result/ certificate					
Sufficiency of service					
Cost					
Efficiency and/or attitude of staff					
Over-all customer experience					

VI. How likely would you recommend our service to others? (Please check)

0 (Not at all likely)	1	2	3	4	5	6	7	8	9	10 (Extremely likely)

VII. Please give us your comments/suggestions to improve our service. Also, let us know of other services you require that we are not yet able to provide.

For complaint(s) on RSTL service(s), customer may accomplish OP-015-F1 (Complaints Report). Thank you and we look forward to serving you again at DOST8-RSTL.

Signature: _____

Date: _____