



VISAYAS
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OFFICE OF THE DIRECTOR FOR
QUALITY ASSURANCE

CUSTOMER SATISFACTION SURVEY FORM

We'd like to hear from you! Nais naming marinig mula sa iyo!

Tracking Information:	
Date:	2/10/22
Office Visited:	NARC RMS/UPAR
Service Avail:	Pench marking fssue culture lab

How was the service? Kindly rate the quality of service the office provided by checking the appropriate measure applicable.				
(Kumusta ang serbisyo? Pinapayuhan na i-rate ang serbisyo na ibinigay ng tanggapan sa pamamagitan ng pag-check sa naangkop na kriteria.)				
Criteria (please check):				
1 - Strongly disagree or highly dissatisfied (Hindi sang-ayon, o hindi nasisiyahan)				
5 - Strongly agree or highly satisfied (Lubos na sumasangayon o lubos na nasisiyahan)				
1	2	3	4	5

1. Responsiveness (Pagtugon). The staff was willing to help, had assisted, and provided prompt service to citizens/clients. (Ang kawani ay handang tumulong, at nagbigay ng mabilis na serbisyo sa mga kliyente)					
2. Reliability (Pagiging maasahan). The staff was able to provide what was needed and what was promised, following the policy and standards, with a zero or minimal error rate. (Nagawang ibigay ng kawani kung ano ang kinakailangan ayon sa itinakdang pamantayan, na may wala o kaunting pagkakamali.)					
3. Access & Facilities (Lokasyon at Pasilidad). The location was convenient, there was ample amenities for comfortable transactions, and there was good use of signs and modes of technology. (Madali ang lokasyon, may sapat na gamit para sa komportableng mga transaksyon, at may mahusay na paggamit ng mga karutla at mga teknolohiya.)					
4. Communication (Komunikasyon). The staff kept the clients informed in a language they can easily understand and listened to their feedback. (Ang kawani ay nakikipagugnay sa kliyente sa paraang malinaw at nauuwan ang kanilang mga opinyon at komento.)					
5. Costs (Gastos): How satisfied are you with the following (Gaano ka kakontento sa mga sumusunod):					
a. Timeliness of the billing (Maagap na pagsingil)					
b. Billing process (Proseso sa pagsingil)					
c. Preferred modes of payment (Paraan ng pagbayad)					
d. Cost of the service (Halagang katumbas ng serbisyo)					
6. Integrity (Integridad). The staff ensured that there was honesty, justice, fairness, and trust in each service while dealing with the clients. (Tiniyak ng kawani na mayroong katapatan, hustisya, patas, at tiwala sa bawat serbisyo sa mga kliyente.)					
7. Assurance (Kasiguruhan). The staff were highly capable in performing their duties, product and service knowledge, understood well the client needs, were helpful, and had good work relationship. (Ang kawani ay may kakayahang gaganan ang kanilang mga tungkulin, na may kaalaman sa serbisyo, pagunawa sa mga pangangailangan ng kliyente, matuturingin, at nagkaroon ng mabuting ugnayan sa trabaho.)					
8. Outcome (Resulta ng serbisyo). Rate in terms of achieving outcomes or realizing its intended benefits of the service. (Gaano ka nakontento sa serbisyong natanggap?)					