

OFFICE OF THE DIRECTOR FOR QUALITY ASSURANCE

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Citizen/Client Satisfaction Survey Report (2021-2022)

Rationale

The Visayas State University is committed to its Quality Policy Statement that policies and procedures are communicated to and understood by all faculty, staff, students, and other stakeholders and that the system is continually improved for its relevance and effectiveness. Furthermore, the purpose of the Customer Satisfaction within ISO 9001:2015 ensures that products and services are up to the quality standards to clients, and the service provider wants their clients to be happy and feel valued.

Methodology

To begin with, the university has various mechanisms for customers to provide feedback regarding the services. Satisfaction Survey Forms (see Appendix A and B) are made available online, which can be accessed via the VSU website (www.vsu.edu.ph), emails, and QR codes in offices. The said forms are also placed in the suggestion boxes located in every office in the university.

Further, office personnel then requests customers to fill out the Feedback Survey form after their transaction. Forms are later collected and gathered for analysis.

The forms measure the total customer experience from the service they availed. From 2019 to July 2021, the university measures five service dimensions, namely (1) Politeness/ Courtesy given by staff/service provider, (2) Competence /knowledge of staff/service provider, (3) Service provided at a very reasonable time, (4) Purpose of visit/transaction accomplished, and (5) Overall experience.

In August 2021, the measures were revised following the new service dimensions of the customer experience mentioned in Annex 4 of AO 25 IATF. This now assesses eight key service quality dimensions, namely; (1) Responsiveness, (2) Reliability/Quality, (3) Access and Facilities, (4) Communication, (5) Costs, (6) Integrity, (7) Assurance, and (8) Outcome.

Coverage

Data utilized in this report include the filled-out pen and paper and online survey forms retrieved from Sept 2019 to Dec 2021 in VSU Main Campus. The forms obtained from the different offices were collectively analyzed.

Data Analysis

Results are presented in table form showing the performance rating of the university. The university uses the Customer Satisfaction Rating (CSAT) to determine its performance rating (see Equation 1). Details of the rating scales used are shown in Table 1.



(1) $CSAT = \frac{Satisfied\ customers\ (Rated\ 4\ and\ 5)}{Total\ number\ of\ reponses}$

Table 1. Rating scales used to measure client experience

	Scale						
Rating	Satisfaction	Agreement					
1	Very dissatisfied	Strongly disagree					
2	dissatisfied	Disagree					
3	Neither satisfied nor dissatisfied	Neither agree nor disagree					
4	Satisfied	Agree					
5	Very satisfied	Strongly agree					

CSAT rating shows the percentage of customers who are satisfied with the services. CSAT was computed for each of the service quality dimension. Similarly, qualitative comments are also categorized based on the service dimension it indicates.

Results

4,353 survey forms were collected in the 2019-2020 period, while only 1,044 were collected in 2021. This significantly decreased during the onset of COVID-19 when transactions were mainly made online. The collected forms were analyzed to generate information regarding the customer satisfaction

Table 2. Responses collected

	Old fo	New form	
	2019-2020	2021	2021
Responses	4,353	758	286

Table 3 shows the overall CSAT rating of the university. All in all, the university obtained a 97% CSAT rating in the 2019-20 period. This increased to 98% in 2021. This indicates that around 97% to 98% of the clients the university served were satisfied.

Table 3. CSAT Rating of the university using the old service measures (2019-2021)

Criteria	2019-2020	2021
Politeness/ Courtesy given by staff/service provider	97%	98%
Competence /knowledge of staff/ service provider	97%	98%
Service provided at a very reasonable time	96%	97%
Purpose of visit/ transaction accomplished	97%	98%
Overall experience	97%	98%
University Average	97%	98%



Using the new measures for the service quality dimension, the university obtained an overall CSAT rating of 96%. The highest-rated dimensions are integrity (99%), communication (98%), and outcome (98%), while the lowest are the costs (92%), responsiveness (96%), and reliability (96%).

Table 4. Overall CSAT Rating of the university using the new service dimension measures (2021)

Criteria	2021 (from August-De		
Responsiveness	96%		
Reliability	96%		
Costs	92%		
Timeliness of the billing	91%		
Cost of the service	93%		
Billing process	93%		
Preferred modes of payment	91%		
Communication	98%		
Access & Facilities	97%		
Integrity	99%		
Assurance	97%		
Outcome	98%		
University Average	96%		

Comments obtained from the forms were also recorded and analyzed. However, only comments that showed suggestions and dissatisfaction were recorded, and each of these comments was classified based on the service dimension in connotes. Table 5 presents the summary of the comments gathered from the survey forms.

In 2020, most comments were about the delivery of instruction during the early stages of the pandemic.

Comments on access and facilities, and responsiveness comprised more than half of all recorded comments in both years. There is also a noticeable increase in comments about communication in 2021.

Table 5. Percentage of comments received per service dimension

Service Dimension	2020	2021	Change	
Access and Facilities	33%	24%	-9.3%	
Responsiveness	24%	28%	+3.9%	
Communication	1%	24%	+22.6%	
Reliability	4%	10%	+6.5%	
Assurance	2%	6%	-2.1%	
Integrity	2%	-	-2.1%	
Costs	-	4%	+6.0%	
Others	33%	4%	+4.0%	



Summary

Overall, the university obtained a high satisfaction rating from its customers. However, areas regarding responsiveness shall be improved.

Prepared By

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Customer Feedback Officer

Noted by:

ALELI A. VILLOCINO

Quality Management Representative

Appendix A

CUSTOMER SATISFACTION SURVEY FORM

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

Date:		· T	ime:						
Office Visited:		1 7	ervice vailed:						
applicable.	(Kui	ervice? Kindly rate the quality of service the off nusta ang serbisyo? Pinapayuhan na i-rate ar naaangkop na kriteria.)	ce provided g serbisyo r	by checking na ibinigay ng	the a	appropi ggapar	riate me	easure mamagit	tan
Criteria (p	leas Stron	e check): gly disagree or highly dissatisfied (<i>Hindi sang-</i> a	yon, o hindi	(•	<u>•</u>	0	(
5 - 8	Stron	gly agree or highly satisfied <i>(Lubos na sumasar</i> ahan)	gayon o lub	os na 1		2	3	4	5
1. Respons	siven servi	ess (Pagtugon). The staff was willing to help, had as e to citizens/clients. (Ang kawani ay handang tumu serbisyo sa mga kliyente)							
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	b.	Billing process (Proseso sa pagsingil)			1				
	c.	Preferred modes of payment (Paraan ng pagbaya	d)		1		-		
	d.	Cost of the service (Halagang katumbas ng serbis	10)		+				
and tru	ust in	tegridad). The staff ensured that there was honest each service while dealing with the clients. (Tiniyak atapatan, hustisya, patas, at tiwala sa bawat serbis	ng kawani na						



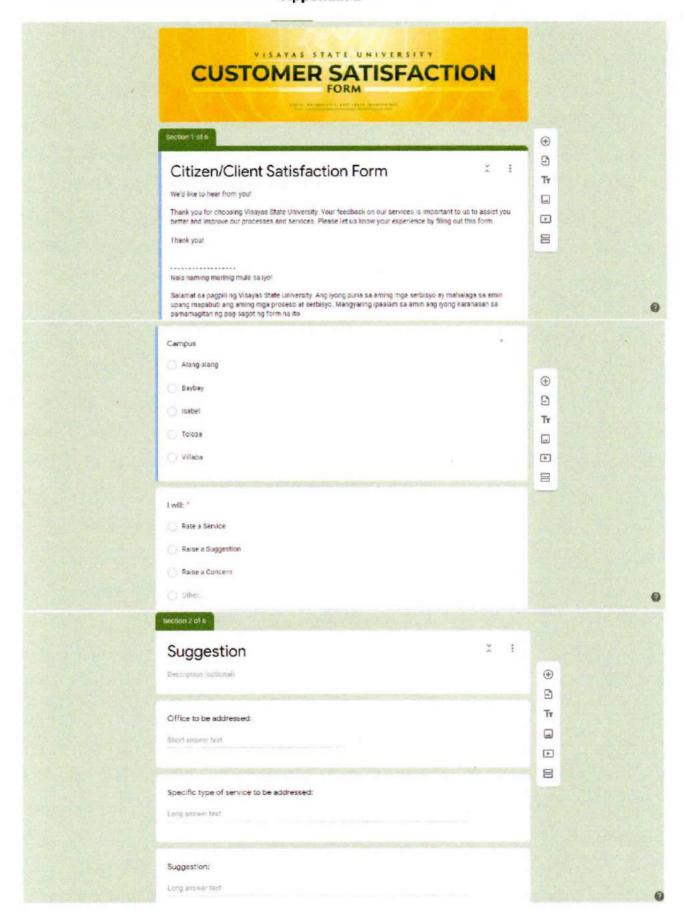
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	W	e will only use yo	our personal in	formation for tra	ceability or follow-up	purposes, if n	eed arises.	
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Clie (opt	ional)	-					3075-251	
Age (opt Ema	ional)				Contact Number			
	ional)				(optional)			



Appendix B





	THE RESIDENCE OF THE PROPERTY	
	Concern	
	Description (optional)	
		(
	This is a concern about: "	9
	Student Concerns(admission, scholarships, domittory, library, etc)	Tr
	Employee Concerns (pay, work environment, etc)	
	Facilities (classrooms, university vehicles, landscaping, etc)	
	Other University Services	
	Annual Control of the	
	Description of Complaint	
	As much as possible, please provide details (such as calls of transaction, form of the services availed, flow of process, sto) to provide context on your experience.	
	Long arterwor first	
	Suggested Action/Remedy	
	What do you think the office should go?	
	Long answer text	
		⊕
Aff	ter section 3 Go to section 6 (Thank your)	
		Ð
		T+
	Section 4 of 6	
	How was the service?	•
	Kindly rate the quality of service the office provided by checking the appropriate measure applicable (Kumusta	8
	ang serbisyo? Pinapayuhan na Frate ang serbisyo na ibinigay ng tenggapan sa pamamagitan ng pag-check sa паавпукор па kriteria.)	
	Office visited (Optsina na binisita): *	
	Short answer text	
	What was the service/s you availed? *	
	Specify the service you availed (e.g. job request, document request, certification and authentication of document, consultation,	
	payment, request for use of facilities, etc.	
	Short answer text	(
		Ð
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	Reliability (Pagiging maeasahan) The staff was able to provide what was needed and what was promised, following the policy and standards, with a zero or internal error rate. (Nagawang lolgaying (sewani kung and ang kinaksilangan ayon sa itinaksilangan pemantsyan, na may wata o ksunting pagaksikamali).	



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