

Republic of the Philippines  
Department of Science and Technology  
**PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM**  
Campus: \_\_\_\_\_

**CITIZEN/CLIENT SATISFACTION SURVEY**  
**(Internal Clients)**

Dear Client,

Your honest and sincere answers to the survey below would be very helpful in our assessment and planning for the improvement of our services.

Thank you very much.

- The PSHS - \_\_\_\_\_ Management

Name (Optional) \_\_\_\_\_

Date: \_\_\_\_\_

**Type of Transaction/service** (please check)

- |   |  |
|---|--|
| <input type="checkbox"/> Availment of use of school facilities  | <input type="checkbox"/> Follow up             |
| <input type="checkbox"/> Processing of requests for personnel documents                                     | <input type="checkbox"/> Others (pls. Specify) |
| <input type="checkbox"/> Processing of requests for school credentials (students<br>of current school year) | _____  |
|   | _____  |

**Office where the transaction was done** (please check)

- |  |  |
|--|--|
| <input type="checkbox"/> Director's Office             | <input type="checkbox"/> FAD Chief's Office        |
| <input type="checkbox"/> Academic Chief's Office       | <input type="checkbox"/> SSD Chief's Office        |
| <input type="checkbox"/> Guidance Office               | <input type="checkbox"/> Clinic/Medical            |
| <input type="checkbox"/> Registrar's Office            | <input type="checkbox"/> Procurement/BAC           |
| <input type="checkbox"/> Property and Supply           | <input type="checkbox"/> Accounting/Budget         |
| <input type="checkbox"/> Cashier's Office              | <input type="checkbox"/> Record's Officer's Office |
| <input type="checkbox"/> Others (please specify) _____ |  |

***(more at the back please)***

Please check the following areas of concern/interest according to the level of your satisfaction during your transaction with the office concerned.

Area of concern	Very Dissatisfied 1	Dissatisfied 2	Fair 3	Satisfied 4	Very Satisfied 5	NA
1. Responsiveness						
2. Reliability						
3. Access and Facilities						
4. Communication						
5. Costs						
6. Integrity						
7. Assurance						
8. Outcome						

**Description:**

1. **Responsiveness** - the willingness to help, assist and to provide service to citizen/client.
2. **Reliability(Quality)** - the provision of what is needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate.
3. **Access and facilities** - the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.
4. **Communication** - the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to the feedback.
5. **Costs** - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs and qualitative information on the cost of each service.
6. **Integrity** - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizen/client and business.
7. **Assurance** - the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness and good work relationships.
8. **Outcome** - the rate in terms of achieving outcomes or realizing the intended benefits of government services.

For improvement of our service/s, would like to solicit any suggestion or recommendation. Rest assured we will treat your answer with utmost confidentiality.

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