**OFFICE OF THE CAMPUS INFORMATION SYSTEMS AND ANALYTICS**

CLIENT SATISFACTION SURVEY RESULT

For the month of **JULY 2023**

1. **CLIENT’S PROFILE**
2. **Faculty:**

Number of Faculty Members: 21

Percentage of Total Clients: 11.5%

Faculty members make up a significant portion of our clients, comprising approximately 11.5% of the total surveyed population. Their input and feedback are vital in ensuring that our services align with the academic needs of the institution.

1. **Staff:**

Number of Staff Members: 15

Percentage of Total Clients: 8.2%

Staff members represent another important segment of our client base, constituting approximately 8.2% of the respondents. Their feedback helps us improve the efficiency of our systems and services, contributing to a smoother administrative experience.

1. **Undergraduates:**

Number of Undergraduates: 112

Percentage of Total Clients: 61.5%

Undergraduates form the majority of our clients, making up a substantial 61.5% of the total respondents. Their input is invaluable in tailoring our services to meet the needs and expectations of the student community, enhancing their overall campus experience.

It's clear from these survey results that our client base is diverse, with representation from faculty, staff, and a significant proportion of undergraduates. These findings underscore the importance of continuing to adapt and improve our services to ensure client satisfaction across all these segments.

1. **SEX**
2. **Male Clients:**

Number of Male Clients: 66

Percentage of Total Clients: 44.6%

Male clients make up a substantial portion of our surveyed population, constituting approximately 44.6% of the total respondents.

1. **Female Clients:**

Number of Female Clients: 82

Percentage of Total Clients: 55.4%

Female clients represent the majority of our clients, accounting for approximately 55.4% of the total respondents.

These results clearly show a fairly balanced gender distribution among our clients, with a slightly higher representation of females. It's important for us to consider this gender diversity when tailoring our services and communication strategies to ensure that we meet the needs and expectations of all our clients, regardless of gender.

1. **SERVICES AVAILED**
2. **Percentage of Clients Availing Each Service:**

System Development/Enhancement: 27.5%

Website Development/Enhancement: 18.5%

Information System (IS) Account: 41.5%

Class Schedule: 10.5%

Student Grades: 18.5%

Student Information: 21.5%

Sub-domain Registration: 4.5%

Email Registration: 17.5%

Others: 14.5%

These percentages provide a clear overview of the distribution of services availed by faculty, staff, and undergraduates. It helps in identifying the most sought-after services and areas where improvement or customization may be necessary to cater to the specific needs of each client group.

1. **CITIZEN’S CHARTER**
2. Awareness of CC (CC1):

Faculty:

I know what a CC is and I saw this office's CC: 10 (47.6%)

I know what a CC is but I did NOT see this office's CC: 6 (28.6%)

I learned of the CC only when I saw this office's CC: 4 (19.0%)

I do not know what a CC is and I did not see one in this office: 1 (4.8%)

Staff:

I know what a CC is and I saw this office's CC: 5 (33.3%)

I know what a CC is but I did NOT see this office's CC: 2 (13.3%)

I learned of the CC only when I saw this office's CC: 6 (40.0%)

I do not know what a CC is and I did not see one in this office: 2 (13.3%)

Undergraduates:

I know what a CC is and I saw this office's CC: 42 (37.5%)

I know what a CC is but I did NOT see this office's CC: 30 (26.8%)

I learned of the CC only when I saw this office's CC: 36 (32.1%)

I do not know what a CC is and I did not see one in this office: 4 (3.6%)

1. Visibility of CC (CC2):

Faculty:

Easy to see: 10 (47.6%)

Somewhat easy to see: 5 (23.8%)

Difficult to see: 3 (14.3%)

N/A: 3 (14.3%)

Staff:

Easy to see: 5 (33.3%)

Somewhat easy to see: 3 (20.0%)

Difficult to see: 2 (13.3%)

N/A: 5 (33.3%)

Undergraduates:

Easy to see: 32 (28.6%)

Somewhat easy to see: 30 (26.8%)

Difficult to see: 22 (19.6%)

N/A: 28 (25.0%)

1. Effectiveness of CC (CC3):

Faculty:

Helped very much: 8 (38.1%)

Somewhat helped: 5 (23.8%)

Did not help: 3 (14.3%)

N/A: 5 (23.8%)

Staff:

Helped very much: 3 (20.0%)

Somewhat helped: 2 (13.3%)

Did not help: 2 (13.3%)

N/A: 8 (53.3%)

Undergraduates:

Helped very much: 36 (32.1%)

Somewhat helped: 30 (26.8%)

Did not help: 20 (17.9%)

N/A: 26 (23.2%)

Descriptive Narrative:

The survey results reveal that awareness of the Clients Citizens Charter (CC) varied among different client groups. Among Faculty, 47.6% were aware of the CC and saw it, while 28.6% knew what a CC was but did not see it. For Staff, 40.0% learned about the CC only when they saw it, and 33.3% were aware of the CC and saw it. Among Undergraduates, 37.5% knew what a CC was and saw it, and 32.1% learned about the CC only when they saw it.

In terms of the visibility of the CC, a majority of Faculty and Staff found it easy to see (47.6% and 33.3%, respectively), while among Undergraduates, 28.6% found it easy to see, and 26.8% found it somewhat easy to see.

When assessing the effectiveness of the CC in facilitating their transactions, 38.1% of Faculty stated that it helped very much, while 32.1% of Undergraduates felt the same way. However, Staff had a higher percentage (53.3%) of respondents who answered "N/A," indicating that the CC might not have been applicable to their transactions or needs.

These insights provide a valuable perspective on how different client groups perceive the CC and its impact on their interactions with the office, guiding potential improvements in its awareness and visibility

1. OVERALL SERVICE QUALITY

Here are the survey results for the Clients Citizens Charter (Overall Service Charter) questions (SQD0 to SQD8) broken down by client groups (Faculty, Staff, and Undergraduates):

**SQD0. I am satisfied with the service that I availed.**

Agree: 35 (23.6%)

Strongly Agree: 93 (62.8%)

Neither Agree nor Disagree: 20 (13.5%)

N/A or Not Applicable: 0 (0%)

**SQD1. I spent a reasonable amount of time for my transaction.**

Agree: 35 (23.6%)

Strongly Agree: 82 (55.4%)

Neither Agree nor Disagree: 31 (20.9%)

N/A or Not Applicable: 0 (0%)

**SQD2. The office followed the transaction’s requirements and steps based on the information provided.**

Agree: 41 (27.7%)

Strongly Agree: 80 (54.1%)

Neither Agree nor Disagree: 27 (18.2%)

N/A or Not Applicable: 0 (0%)

**SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.**

Agree: 46 (31.1%)

Strongly Agree: 76 (51.4%)

Neither Agree nor Disagree: 26 (17.6%)

N/A or Not Applicable: 0 (0%)

**SQD4. I easily found information about my transaction from the office or its website.**

Agree: 44 (29.7%)

Strongly Agree: 74 (50.0%)

Neither Agree nor Disagree: 30 (20.3%)

N/A or Not Applicable: 0 (0%)

**SQD5. I paid a reasonable amount of fees for my transaction.**

Agree: 0 (0%)

Strongly Agree: 0 (0%)

Neither Agree nor Disagree: 148 (100%)

N/A or Not Applicable: 0 (0%)

**SQD6. I feel the office was fair to everyone, or “walang palakasan,” during my transaction.**

Agree: 56 (37.8%)

Strongly Agree: 80 (54.1%)

Neither Agree nor Disagree: 12 (8.1%)

N/A or Not Applicable: 0 (0%)

**SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.**

Agree: 51 (34.5%)

Strongly Agree: 87 (58.8%)

Neither Agree nor Disagree: 10 (6.8%)

N/A or Not Applicable: 0 (0%)

**SQD8. I got what I needed from the government office, or (if denied) denial of request was** sufficiently explained to me.

Agree: 52 (35.1%)

Strongly Agree: 77 (51.9%)

Neither Agree nor Disagree: 19 (12.8%)

N/A or Not Applicable: 0 (0%)

**Description:**

The client satisfaction survey results indicate an overwhelmingly positive response from Faculty, Staff, and Undergraduates regarding their experience with the Clients Citizens Charter (Overall Service Charter) at the Campus Information Systems and Analytics office. The majority of respondents expressed high levels of satisfaction and agreement across all aspects of the service.

Notably, the ratings for "Strongly Agree" were consistently high, demonstrating a high degree of satisfaction and approval. All respondents found the fees (SQD5) to be not applicable, indicating that the office does not accept fees from clients.

The office received particularly positive feedback for aspects such as courteous treatment by staff (SQD7), fairness in transactions (SQD6), and the ease of understanding and completing transaction steps (SQD3). Additionally, clients were highly satisfied with the overall service provided by the office (SQD0) and felt that their needs were met and explained clearly (SQD8).

These favorable ratings reflect the office's commitment to providing efficient, user-friendly, and client-centered services, which are essential for maintaining high levels of client satisfaction and trust.

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| **Service Quality Description** | Rating (1-5) | Description |
| SQD0. I am satisfied with the service that I availed. | 5 | Strongly Agree |
| SQD1. I spent a reasonable amount of time for my transaction. | 5 | Strongly Agree |
| SQD2. The office followed the transaction’s requirements... | 5 | Strongly Agree |
| SQD3. The steps (including payment) I needed to do for... | 5 | Strongly Agree |
| SQD4. I easily found information about my transaction... | 5 | Strongly Agree |
| SQD5. I paid a reasonable amount of fees for my transaction. | N/A | Not Applicable |
| SQD6. I feel the office was fair to everyone... | 5 | Strongly Agree |
| SQD7. I was treated courteously by the staff... | 5 | Strongly Agree |
| SQD8. I got what I needed from the government office... | 5 | Strongly Agree |

Prepared by:

**JUNNIE RYH M. SUMACOT**

Head – Campus Information Systems and Analytics

Noted by:

**GLADYS L. PASCUAL, PHD.**

Direct Supervisor

Campus Director