



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

CUSTOMER SATISFACTION SURVEY

URS BINANGONAN



Introduction

As one of the quality objectives of each unit, a customer satisfaction survey is necessary to ensure that the performance and delivery of service is of high level of quality and is maintained by the same. This report covers the Fourth Quarter of the calendar year 2021 (January to March).

Scope: Customer Satisfaction Survey and Upkeep of Satisfaction Boxes

The 10 CSS boxes distributed to various buildings where the units/offices are located were maintained. As was the practice, they are kept locked, the keys of which are handled by the chairman of the Customer Satisfaction Survey Committee. Two sets of keys are still kept by the Chairman for safekeeping.

Instruments

The survey utilized a customer satisfaction survey form placed in the CSS boxes. Blank forms were placed beside the padlocked container so as to give customers access. Once the forms were filled-up by the customers, they can drop the forms inside the box which will then be collected later on by the committee for analysis and preparation of reports. The filled-up forms are submitted together with the final report.



Statistical Treatment

Mean was used to determine the extent of the customer satisfaction of the respondents. To describe the extent of satisfaction, the following range was used:

Range	Verbal Interpretation	Legend
4.50 – 5.00	Excellent	E
3.50 – 4.49	Very Satisfactory	VS
2.50 – 3.49	Satisfactory	S
1.50 – 2.49	Unsatisfactory	US
1.00 – 1.49	Poor/Needs Improvement	P/NI

Findings

The following pages present the results of the survey for the stated period presented by specific office/unit.



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

January – March 2021
BINANGONAN CAMPUS

Customer Satisfaction Survey Results

DEPARTMENT	1st QUARTER					
	QoS	VI	SU	VI	AVE	VI
TOP MANAGEMENT						
Office of the President	NA	NA	NA	NA	NA	NA
VP for Academic Affairs	NA	NA	NA	NA	NA	NA
VP for Admin and Finance	NA	NA	NA	NA	NA	NA
VP for RDEP	NA	NA	NA	NA	NA	NA
Campus Directors						
OFFICE OF THE PRESIDENT						
University Management Information System	NA	NA	NA	NA	NA	NA
Campus Management Information System						
Campus Planning, Monitoring and Evaluation						
International Development and Special Programs	NA	NA	NA	NA	NA	NA
Center for Life Long Learning	NA	NA	NA	NA	NA	NA
Campus Sports Development						
Culture and Arts						
ISO Command Center	NA	NA	NA	NA	NA	NA
Document Control Center	NA	NA	NA	NA	NA	NA
ACADEMIC AFFAIRS						
College of Accountancy						
College of Business						
College of Computer Studies						
College of Social Work and Community Development	NA	NA	NA	NA	NA	NA
Graduate School						
General Education Center	NA	NA	NA	NA	NA	NA
Laboratory Schools	NA	NA	NA	NA	NA	NA
Curriculum and Instruction	NA	NA	NA	NA	NA	NA
Campus NSTP						
OSDS Director	NA	NA	NA	NA	NA	NA
Office of Student Development Services						
Campus Admission						
Student Organization						
Guidance and Counseling						
Scholarship and Financial Assistance						
OJT and Placement						
University Registrar	NA	NA	NA	NA	NA	NA
Campus Registrar						
Library Services						
ADMINISTRATION AND FINANCE DIVISION						
Internal Audit Services	NA	NA	NA	NA	NA	NA
Administrative Services	NA	NA	NA	NA	NA	NA
University Human Resource Management	NA	NA	NA	NA	NA	NA
Campus Human Resource Management						
Records Office	NA	NA	NA	NA	NA	NA
Finance Services	NA	NA	NA	NA	NA	NA
Campus Supply and Property Management						
Accounting	NA	NA	NA	NA	NA	NA
Budgeting	NA	NA	NA	NA	NA	NA
University Cashier	NA	NA	NA	NA	NA	NA



Republic of the Philippines
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Province of Rizal

DEPARTMENT	1st QUARTER					
	QoS	VI	SU	VI	AVE	VI
Campus Cashier						
General Services (Utility)						
Medical/ Dental						
Security						
Campus Disaster Risk Reduction Management Office						
Campus Corporate Business Affairs						
Physical Facilities and Development	NA	NA	NA	NA	NA	NA
RESEARCH, DEVELOPMENT, EXTENSION AND PRODUCTION DIVISION						
Campus Research						
Statistical Center	NA	NA	NA	NA	NA	NA
University Extension	NA	NA	NA	NA	NA	NA
Campus Extension						
Campus Production						
Campus Public Affairs						
Publication/Media Services	NA	NA	NA	NA	NA	NA
Campus Gender and Development Center						

Prepared by:

QoS
SU
VI

- Quality of Service
- Service Unit
- Verbal Interpretation

Cordinator, CSS Binangonan Campus

4.50 – 5.00
3.50 – 4.49
2.50 – 3.49
1.50 – 2.49
1.00 – 1.49

Excellent E
Very Satisfactory VS
Satisfactory S
Unsatisfactory US
Poor/Needs Improvement P/NI

MR. JAYSON A. DALUYON

Coordinator, CSS Binangonan Campus

Member, CSS

NOTED:

Campus Director, Binangonan Campus



CUSTOMER SATISFACTION SURVEY

Office: **OFFICE OF THE CAMPUS DIRECTOR**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **MANAGEMENT INFORMATION SYSTEM (MIS)**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Office: **PLANNING, MONITORING AND EVALUATION**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi (nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **SPORTS DEVELOPMENT – BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Office: **COLLEGE OF ACCOUNTING**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi (nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **COLLEGE OF BUSINESS**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi (nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **COLLEGE OF COMPUTER STUDIES**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi (nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **GRADUATE SCHOOL**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **CAMPUS NSTP**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **STUDENT DEVELOPMENT SERVICE**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **ADMISSION**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **STUDENT ORGANIZATION**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Office: **GUIDANCE AND COUNSELING**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **SCHOLARSHIP & FINANCIAL ASSISTANCE**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **OJT AND PLACEMENT**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi (nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **REGISTRAR - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **LIBRARY SERVICES**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **HUMAN RESOURCE MANAGEMENT - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **SUPPLY AND PROPERTY MANAGEMENT**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **CASHIER - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> (nakasuot ng Uniporme, ID, at iba pa)		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **GENERAL SERVICES**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **MEDICAL/ DENTAL**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahasayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **SECURITY**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **CORPORATE BUSINESS AFFAIRS - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **RESEARCH - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **EXTENSION - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **PRODUCTION - BINANGONAN**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **PUBLIC AND ALUMNI AFFAIRS**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **GENDER AND DEVELOPMENT CENTER**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **CAMPUS DISASTER RISK REDUCTION MANAGEMENT OFFICE**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

Office: **CULTURE AND THE ARTS**
January to March 2021

		Mean	VI
1.	How well were you served during the visit in terms of the following: <i>Paano kayo pinagsilbihan ng bumusita kayo sa tanggapan ayon sa mga sumusunod:</i>		
a.	Physical Appearance of service personnel (e.g. Wearing prescribed uniform, I.D., etc.) <i>Pisikal na kaayusan ng kawaning nagsisilbi</i> <i>(nakasuot ng Uniporme, ID, at iba pa)</i>		
b.	Friendliness, attentiveness, helpfulness & courtesy <i>Magiliw, Maasikaso, Matulungin, Magalang</i>		
c.	Knowledge of the job <i>Kaalaman sa trabaho</i>		
d.	Flexibility in handling requests and inquiries <i>Nakikibagay sa pagtugon sa mga kahilingan at katanungan</i>		
e.	Accuracy in providing information <i>Katumpakan sa pagbibigay ng impormasyon</i>		
f.	Skillfulness of service personnel <i>Kahusayan ng Kawani</i>		
g.	Delivery of prompt and appropriate service <i>Pagbibigay ng nararapat at angkop na serbisyo</i>		
Average			
2.	How did you find our service unit in terms of the following: <i>Ano ang masasabi mo sa serbisyo ng aming tanggapan ayon sa:</i>		
a.	Location of the office <i>Lokasyon ng tanggapan</i>		
b.	Cleanliness of the premises <i>Kalinisan ng paligid</i>		
c.	Availability of equipment/ tools <i>Kasapatan ng mga kagamitan</i>		
Average			
Grand Mean			

Comments: None