



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

CUSTOMER SATISFACTION SURVEY

4TH QUARTER OCTOBER TO DECEMBER 2025

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.



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October - December 2025
BINANGONAN CAMPUS

Customer Satisfaction Survey Results

DEPARTMENT	4th QUARTER					
	QoS	VI	SU	VI	AVE	VI
TOP MANAGEMENT						
Campus Directors						
OFFICE OF THE PRESIDENT						
Campus Management Information System						
Campus Planning, Monitoring and Evaluation						
ACADEMIC AFFAIRS						
ADMINISTRATION AND FINANCE DIVISION						
RESEARCH, DEVELOPMENT, EXTENSION AND PRODUCTION DIVISION						

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CUSTOMER SATISFACTION SURVEY

Office: **Campus Directors**
October to December 2025

		Mean	VI
	1. How well were you served during the visit in terms of the following: Paano kayo pinagsilbihan ng bumisita kayo sa tanggapan ayon sa mga sumusunod:	4.56	VS



CUSTOMER SATISFACTION SURVEY

Office: **Campus Management Information System**
October to December 2025

		Mean	VI
	1. How well were you served during the visit in terms of the following: Paano kayo pinagsilbihan ng bumisita kayo sa tanggapan ayon sa mga sumusunod:	4.56	VS



CUSTOMER SATISFACTION SURVEY

Office: **Campus Planning, Monitoring and Evaluation**
October to December 2025

		Mean	VI
	1. How well were you served during the visit in terms of the following: Paano kayo pinagsilbihan ng bumisita kayo sa tanggapan ayon sa mga sumusunod:	4.56	VS