



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

CUSTOMER SATISFACTION SURVEY



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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