

**OFFICE OF GUIDANCE COUNSELING
CLIENT SATISFACTION SURVEY RESULTS**

Frontline Services
For the Period December 2023 to May 2024

SUMMARY OF RATINGS

Coverage (Period)	Average Mean (Rating)	Adjectival Rating
1 st Phase (December 2023 to May 2024)	4.77	Very Satisfactory

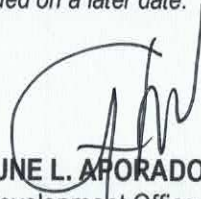
Average Rating Per Service Quality Dimension Indicator
(1st Phase- December 2023 to May 2024)

SQD Indicator	Average Rating Per SQD	Adjectival Rating Per SQD
Tangibility	4.71	Very Satisfactory
Responsiveness	4.73	Very Satisfactory
Reliability	4.77	Very Satisfactory
Empathy	4.85	Very Satisfactory
Assurance	4.80	Very Satisfactory
Overall Experience	4.81	Very Satisfactory
Overall Average Rating:	4.77	Very Satisfactory

Note: The raw comments gathered from the survey respondents can be viewed through the google sheet link provided and shared by the Office of Monitoring to the Head of Office concerned. The recommendation is currently being processed thus, will be provided on a later date.

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