



August 12, 2024

**PHYLLIS MARIE S. TEANCO**

Director

Office of Student Development Services

This University

Dear **Ma'am Teanco**,

*Greetings of peace and joy from the Office of Monitoring and Evaluation!*

This letter pertains to your request dated August 09, 2024, requesting for the results of (1) Student Satisfaction Index for the 2<sup>nd</sup> Semester, AY 2023-2024 and (2) Students who have answered the Client Satisfaction Survey for the 2<sup>nd</sup> Semester, AY 2023-2024.

In response, we are pleased to provide the **Report on the Client Satisfaction Survey Results** for the **1st Phase of FY 2024**, covering **December 2023 to May 2024**. This report, facilitated by the Office of Monitoring and Evaluation under the Office of the Vice-Chancellor for Strategic Initiatives, **includes results based on data gathered from general clients and students.**

Attached is a copy of the report for your reference. For any clarifications regarding this report, please contact **Mr. Mark June L. Aporador**, Project Development Officer III of the Office of Monitoring and Evaluation, at (063) 222-5853 local 4159 or [markjune.aporador@g.msuiit.edu.ph](mailto:markjune.aporador@g.msuiit.edu.ph) for further assistance.

We hope this meets your request. Thank you very much and God bless!

Sincerely yours,

  
**MELGIE A. ALAS, MMBM, PGSDSDS**  
Director, Office of Monitoring and Evaluation 

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**OFFICE OF STUDENT DEVELOPMENT SERVICES  
CLIENT SATISFACTION SURVEY RESULTS**

**Frontline Services**

For the Period December 2023 to May 2024 (1<sup>st</sup> Phase FY 2024)

**SUMMARY OF RATINGS**

Type of Respondents	No. of Respondents	Average Mean (Rating)	Adjectival Rating
<b>Overall (All Clients)</b>	<b>370</b>	<b>4.73</b>	<b>Very Satisfactory</b>
<b>Students</b>	<b>280</b> <i>(disaggregated)</i>	<b>4.75</b>	<b>Very Satisfactory</b>

**Average Rating Per Service Quality Indicator**

**OVERALL (ALL CLIENTS)**

(1<sup>st</sup> Phase- December 2023 to May 2024)

SQD Indicator	Average Rating Per SQD	Adjectival Rating Per SQD
Tangibility	4.70	Very Satisfactory
Responsiveness	4.69	Very Satisfactory
Reliability	4.73	Very Satisfactory
Empathy	4.75	Very Satisfactory
Assurance	4.75	Very Satisfactory
Overall Experience	4.77	Very Satisfactory
<b>Overall Average Rating:</b>	<b>4.73</b>	<b>Very Satisfactory</b>

**Average Rating Per Service Quality Indicator**

**STUDENTS**

(1<sup>st</sup> Phase- December 2023 to May 2024)

SQD Indicator	Average Rating Per SQD	Adjectival Rating Per SQD
Tangibility	4.72	Very Satisfactory
Responsiveness	4.72	Very Satisfactory
Reliability	4.75	Very Satisfactory
Empathy	4.76	Very Satisfactory
Assurance	4.78	Very Satisfactory
Overall Experience	4.79	Very Satisfactory
<b>Overall Average Rating:</b>	<b>4.75</b>	<b>Very Satisfactory</b>





## Recommendations

Criterion	Raw Comments (Issues/Concerns)	Recommendations
<b>Criterion: Tangibility</b> <ul style="list-style-type: none"> <li>Visual appeal and comfiness of facilities of the office (receiving/waiting/processing/working area, etc.).</li> <li>The order/organization of the services availed in the office (documents and processes of the transaction).</li> </ul>	<p><i>More chairs so that the students will have an area if they are waiting.</i></p> <p><i>Create website for online inquiries and transactions.</i></p>	<p>Provision of a waiting space or area for clients should be considered and provided. The division of office space must be strategically planned to ensure ergonomic efficiency.</p> <p>The OSDS should offer clients multiple channels for requesting services, such as a Facebook Page or Google Forms, to facilitate virtual service requests.</p> <p>Establishing an online service request system enhances convenience by allowing users to submit requests anytime and from anywhere. It increases efficiency by automating the process, reduces errors from manual handling, and improves transparency with clear tracking of request statuses. Additionally, it centralizes data for better management, reduces administrative costs, and enhances accountability, ultimately leading to higher user satisfaction.</p>
<b>Criterion: Empathy</b> <ul style="list-style-type: none"> <li>Staff professionalism, politeness and willingness to help.</li> <li>Individual attention given by the staff to address issue or concern.</li> </ul>	<p><i>Please make instructions clear and treat students with respect. Specially if the students needs clarification. Dont just answer "ga officer2 paka og di ka kabalo sa requirements" since I dont remember that we were given orientation with regards to this.</i></p>	<p>Personnel shall deliver the service with utmost respect, politeness, and enthusiasm. If needed, upon the determination of the Head, frontline personnel may be recommended for a Basic Customer Service training, or any related trainings that will improve their interpersonal skills.</p>
<b>Overall experience with the transaction availed</b>	<p><i>lesser price on GMC</i></p> <p><i>Lesser price</i></p> <p><i>If it could be possible to lessen the payment</i></p>	<p>The OSDS is advised to review the fees for the services they offer, particularly for requests such as certificates of good moral character. This review will help determine if the fees are reasonable and affordable for students and other clients.</p>

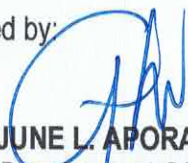




<p><b>Updating of Citizen's Charter and Documented Procedure Manual</b></p>	<p>The fees should be set to be favorable for both the OSDS and the clients.</p> <p>The Citizen's Charter and Documented Procedure Manual of the OSDS should be continuously maintained and updated, ensuring that the processes outlined in both documents are consistent with each other.</p> <p>It is high time to update the Citizen's Charter, as the Client Satisfaction Measurement questionnaire by the Anti-Red Tape Authority assesses the office's compliance with it. The revised Citizen's Charter should be submitted to the Office of the Vice-Chancellor for Administrative and Finance, while the updated Documented Procedure Manual must be submitted to the Office of Quality Assurance and Management Services. Additionally, OSDS should coordinate with the Office of Monitoring and Evaluation to facilitate these updates.</p>
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*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.*

Prepared by:

  
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Office of Monitoring and Evaluation

  
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Verified correct and reviewed by:

  
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Director, Office of Monitoring and Evaluation