

Republic of the Philippines
LAGUNA STATE POLYTECHNIC UNIVERSITY
Province of Laguna

CLIENTELE SATISFACTION SURVEY
For the Period of July to December 2021

No.	SERVICES	QUALITY OF SERVICE PROVIDED						RATING	INTERPRETATION	PERSONNEL ATTITUDE						RATING	INTERPRETATION
		5	4	3	2	1	TOTAL			5	4	3	2	1	TOTAL		
I	REGISTRARS OFFICE	300	423	196	152	56	1127	3.67	Very Satisfactory	184	407	354	175	7	1127	3.52	Very Satisfactory
II	OFFICE OF THE STUDENT AFFAIRS	500	251	278	76	22	1127	4.00	Very Satisfactory	306	468	303	45	5	1127	3.91	Very Satisfactory
III	Guidance Services	245	432	350	57	43	1127	3.69	Very Satisfactory	346	464	279	34	4	1127	3.99	Very Satisfactory
	Admission Services	213	456	386	63	9	1127	3.71	Very Satisfactory	288	502	299	38	0	1127	3.92	Very Satisfactory
	Counseling Services						0		Not Applicable						0		Not Applicable
	Testing Services*	246	486	337	52	6	1127	3.81	Very Satisfactory	356	428	287	45	11	1127	3.95	Very Satisfactory
	Medical Services (online consultation)	224	489	331	78	5	1127	3.75	Very Satisfactory	194	452	389	83	9	1127	3.66	Very Satisfactory
	Dental Services (online consultation)	251	459	337	65	15	1127	3.77	Very Satisfactory	271	472	335	44	5	1127	3.85	Very Satisfactory
	Campus Publication						0		Not Applicable						0		Not Applicable
	School Canteen*								Not Applicable								Not Applicable
IV	SCHOLARSHIP PROGRAM	437	432	170	20	68	1127	4.02	Very Satisfactory	203	460	417	38	9	1127	3.72	Very Satisfactory
V	GENDER AND DEVELOPMENT	346	477	258	38	8	1127	3.99	Very Satisfactory	184	454	407	75	7	1127	3.65	Very Satisfactory
VI	LIBRARY SERVICES	390	464	237	30	6	1127	4.07	Very Satisfactory	239	451	365	60	12	1127	3.75	Very Satisfactory
VII	RESEARCH OFFICE	284	477	315	47	4	1127	3.88	Very Satisfactory	194	452	389	83	9	1127	3.66	Very Satisfactory
VIII	CASHIERS OFFICE	382	475	247	23	0	1127	4.08	Very Satisfactory	245	461	352	58	11	1127	3.77	Very Satisfactory
IX	BUDGET & FINANCE/ACCOUNTING	370	440	272	45	0	1127	4.01	Very Satisfactory	219	507	351	46	4	1127	3.79	Very Satisfactory
X	SECURITY SERVICES						0	#DIV/0!	Not Applicable								Not Applicable
XI	INFRASTRUCTURES/UTILITIES*								Not Applicable								Not Applicable
	Classrooms								Not Applicable								Not Applicable
	Comfort Rooms								Not Applicable								Not Applicable
	Science Laboratories								Not Applicable								Not Applicable
	Computer Laboratories								Not Applicable								Not Applicable
	Business Affairs								Not Applicable								Not Applicable
	Internet Services								Not Applicable								Not Applicable
	Seminar/Training Halls								Not Applicable								Not Applicable
	Sports Facilities								Not Applicable								Not Applicable
	Student Lounge								Not Applicable								Not Applicable
XII	COLLEGES								Not Applicable								Not Applicable
	College of Agriculture	63	178	15	4	0	260	4.15	Very Satisfactory	87	45	12	15	9	168	4.11	Very Satisfactory
	College of Arts and Sciences	19	39	0	0	0	58	4.33	Very Satisfactory	10	93	2	2	0	107	4.04	Very Satisfactory
	College of Business Management and Accountancy	36	124	10	0	0	170	4.15	Very Satisfactory	32	145	63	13	3	256	3.74	Very Satisfactory
	College of Hospitality Management and Tourism	24	83	15	3	0	125	4.02	Very Satisfactory	79	134	21	5	0	239	4.20	Very Satisfactory
	College of Teacher Education	30	200	1	0	0	231	4.13	Very Satisfactory	41	12	20	10	0	83	4.01	Very Satisfactory
	College of Criminal Justice Education	12	94	8	1	0	115	4.02	Very Satisfactory	8	22	13	4	1	48	3.67	Very Satisfactory
	College of Computer Studies	34	56	5	0	0	95	4.31	Very Satisfactory	69	34	21	12	4	140	4.09	Very Satisfactory
	College of Engineering	17	25	5	6	0	53	4.00	Very Satisfactory	19	10	6	3	2	40	4.03	Very Satisfactory
	Senior High School	6	14	0	0	0	20	4.30	Very Satisfactory	13	22	7	3	1	46	3.93	Very Satisfactory
	TOTAL						1127								1127		

*Not Applicable due to Pandemic

Prepared by:

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