



Republic of the Philippines
LAGUNA STATE POLYTECHNIC UNIVERSITY
 Province of Laguna

CLIENTELE SATISFACTION SURVEY
 For the Period of January to June 2021


No.	SERVICES	QUALITY OF SERVICE PROVIDED						RATING	INTERPRETATION
		5	4	3	2	1	TOTAL		
I	REGISTRARS OFFICE	196	300	423	152	56	1127	3.38	Satisfactory
II	OFFICE OF THE STUDENT AFFAIRS	500	251	278	76	22	1127	4.00	Very Satisfactory
III	Guidance Services								
	Admission Services	245	432	350	57	43	1127	3.69	Very Satisfactory
	Counseling Services	213	456	386	63	9	1127	3.71	Very Satisfactory
	Testing Services	238	488	341	56	4	1127	3.80	Very Satisfactory
	Medical Services	246	486	337	52	6	1127	3.81	Very Satisfactory
	Dental Services	224	489	331	78	5	1127	3.75	Very Satisfactory
	Campus Publication	251	459	337	65	15	1127	3.77	Very Satisfactory
IV	SCHOLARSHIP PROGRAM	437	432	170	20	68	1127	4.02	Very Satisfactory
V	GENDER AND DEVELOPMENT	346	477	258	38	8	1127	3.99	Very Satisfactory
VI	LIBRARY SERVICES	390	464	237	30	6	1127	4.07	Very Satisfactory
VII	RESEARCH OFFICE	284	477	315	47	4	1127	3.88	Very Satisfactory
VIII	CASHIERS OFFICE	382	475	247	23	0	1127	4.08	Very Satisfactory
IX	BUDGET & FINANCE/ACCOUNTING	370	440	272	45	0	1127	4.01	Very Satisfactory

PERSONNEL ATTITUDE						RATING	INTERPRETATION
5	4	3	2	1	TOTAL		
184	407	354	175	7	1127	3.52	Very Satisfactory
306	468	303	45	5	1127	3.91	Very Satisfactory
346	464	279	34	4	1127	3.99	Very Satisfactory
288	502	299	38	0	1127	3.92	Very Satisfactory
203	460	417	38	9	1127	3.72	Very Satisfactory
356	428	287	45	11	1127	3.95	Very Satisfactory
194	452	389	83	9	1127	3.66	Very Satisfactory
271	472	335	44	5	1127	3.85	Very Satisfactory
203	460	417	38	9	1127	3.72	Very Satisfactory
184	454	407	75	7	1127	3.65	Very Satisfactory
239	451	365	60	12	1127	3.75	Very Satisfactory
194	452	389	83	9	1127	3.66	Very Satisfactory
245	461	352	58	11	1127	3.77	Very Satisfactory
219	507	351	46	4	1127	3.79	Very Satisfactory

X	SECURITY SERVICES	344	460	283	37	3	1127	3.98	Very Satisfactory	255	473	333	58	8	1127	3.81	Very Satisfactory
XI	INFRASTRUCTURES/UTILITIES																
	Classrooms	323	433	301	58	12	1127	3.88	Very Satisfactory	203	431	321	71	101	1127	3.50	Very Satisfactory
	Comfort Rooms	323	400	349	52	3	1127	3.88	Very Satisfactory	224	489	353	56	5	1127	3.77	Very Satisfactory
	Science Laboratories	197	398	376	99	57	1127	3.51	Very Satisfactory	235	498	331	58	5	1127	3.80	Very Satisfactory
	Computer Laboratories	150	404	411	118	44	1127	3.44	Satisfactory	242	485	334	66	0	1127	3.80	Very Satisfactory
	Business Affairs	179	378	423	110	37	1127	3.49	Satisfactory	258	490	345	30	4	1127	3.86	Very Satisfactory
	Internet Services	193	382	403	112	37	1127	3.52	Very Satisfactory	290	421	311	48	57	1127	3.74	Very Satisfactory
	Seminar/Training Halls	255	497	322	47	6	1127	3.84	Very Satisfactory	254	411	340	89	33	1127	3.68	Very Satisfactory
	Sports Facilities	290	456	314	59	8	1127	3.85	Very Satisfactory	280	450	343	49	5	1127	3.84	Very Satisfactory
	Student Lounge	259	471	332	60	5	1127	3.82	Very Satisfactory	231	397	326	121	52	1127	3.56	Very Satisfactory
XII	COLLEGES																
	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		

Prepared by:



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