Republic of the Philippines



# LAGUNA STATE POLYTECHNINC UNIVERSITY

Province of Laguna

# CLIENTELE SATISFACTION SURVEY

For the Period of January to June 2021

|  |  |  |  |  |  |  |  |  |  |
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| **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 |

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| **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 |

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| X | **SECURITY SERVICES** | 344 | 460 | 283 | 37 | 3 | 1127 | 3.98 | Very Satisfactory |
| XI | **INFRASTRUCTURES/UTILITIES** |  |  |  |  |  |  |  |  |
|  | Classrooms | 323 | 433 | 301 | 58 | 12 | 1127 | 3.88 | Very Satisfactory |
|  | Comfort Rooms | 323 | 400 | 349 | 52 | 3 | 1127 | 3.88 | Very Satisfactory |
|  | Science Laboratories | 197 | 398 | 376 | 99 | 57 | 1127 | 3.51 | Very Satisfactory |
|  | Computer Laboratories | 150 | 404 | 411 | 118 | 44 | 1127 | 3.44 | Satisfactory |
|  | Business Affairs | 179 | 378 | 423 | 110 | 37 | 1127 | 3.49 | Satisfactory |
|  | Internet Services | 193 | 382 | 403 | 112 | 37 | 1127 | 3.52 | Very Satisfactory |
|  | Seminar/Training Halls | 255 | 497 | 322 | 47 | 6 | 1127 | 3.84 | Very Satisfactory |
|  | Sports Facilities | 290 | 456 | 314 | 59 | 8 | 1127 | 3.85 | Very Satisfactory |
|  | Student Lounge | 259 | 471 | 332 | 60 | 5 | 1127 | 3.82 | Very Satisfactory |
| XII | **COLLEGES** |  |  |  |  |  |  |  |  |
|  | College of Agriculture | 63 | 178 | 15 | 4 | 0 | 260 | 4.15 | Very Satisfactory |
|  | College of Arts and Sciences | 19 | 39 | 0 | 0 | 0 | 58 | 4.33 | Very Satisfactory |
|  | College of Business Management and Accountancy | 36 | 124 | 10 | 0 | 0 | 170 | 4.15 | Very Satisfactory |
|  | College of Hospitality Management and Tourism | 24 | 83 | 15 | 3 | 0 | 125 | 4.02 | Very Satisfactory |
|  | College of Teacher Education | 30 | 200 | 1 | 0 | 0 | 231 | 4.13 | Very Satisfactory |
|  | College of Criminal Justice Education | 12 | 94 | 8 | 1 | 0 | 115 | 4.02 | Very Satisfactory |
|  | College of Computer Studies | 34 | 56 | 5 | 0 | 0 | 95 | 4.31 | Very Satisfactory |

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| 255 | 473 | 333 | 58 | 8 | 1127 | 3.81 | Very Satisfactory |
|  |  |  |  |  |  |  |  |
| 203 | 431 | 321 | 71 | 101 | 1127 | 3.50 | Very Satisfactory |
| 224 | 489 | 353 | 56 | 5 | 1127 | 3.77 | Very Satisfactory |
| 235 | 498 | 331 | 58 | 5 | 1127 | 3.80 | Very Satisfactory |
| 242 | 485 | 334 | 66 | 0 | 1127 | 3.80 | Very Satisfactory |
| 258 | 490 | 345 | 30 | 4 | 1127 | 3.86 | Very Satisfactory |
| 290 | 421 | 311 | 48 | 57 | 1127 | 3.74 | Very Satisfactory |
| 254 | 411 | 340 | 89 | 33 | 1127 | 3.68 | Very Satisfactory |
| 280 | 450 | 343 | 49 | 5 | 1127 | 3.84 | Very Satisfactory |
| 231 | 397 | 326 | 121 | 52 | 1127 | 3.56 | Very Satisfactory |
|  |  |  |  |  |  |  |  |
| 87 | 45 | 12 | 15 | 9 | 168 | 4.11 | Very Satisfactory |
| 10 | 93 | 2 | 2 | 0 | 107 | 4.04 | Very Satisfactory |
| 32 | 145 | 63 | 13 | 3 | 256 | 3.74 | Very Satisfactory |
| 79 | 134 | 21 | 5 | 0 | 239 | 4.20 | Very Satisfactory |
| 41 | 12 | 20 | 10 | 0 | 83 | 4.01 | Very Satisfactory |
| 8 | 22 | 13 | 4 | 1 | 48 | 3.67 | Very Satisfactory |
| 69 | 34 | 21 | 12 | 4 | 140 | 4.09 | Very Satisfactory |

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|  | College of Engineering | | | 17 | 25 | 5 | 6 | 0 | 53 | 4.00 | Very Satisfactory |
|  | Senior High School | | | 6 | 14 | 0 | 0 | 0 | 20 | 4.30 | Very Satisfactory |
|  |  |  | TOTAL |  |  |  |  |  | **1127** |  |  |

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| 19 | 10 | 6 | 3 | 2 | 40 | 4.03 | Very Satisfactory |
| 13 | 22 | 7 | 3 | 1 | 46 | 3.93 | Very Satisfactory |
|  |  |  |  |  | **1127** |  |  |

Prepared by:



# JAYSON N. OLAYTA, MRD

*Chairperson, OSAS-LSPU-SC*