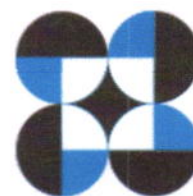


DEPARTMENT OF SCIENCE AND
TECHNOLOGY - REGIONAL OFFICE I

HARMONIZED CSM REPORT
2024 (1st Edition)



I. Overview:

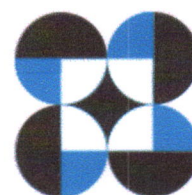
The Department is mandated through Executive No. 128 (EO 128) to provide central direction, leadership, and coordination of scientific and technological efforts and ensure that the results therefrom are geared and utilized in areas of maximum economic and social benefits for the people. Under Section 31 of the Executive Order, it authorizes the establishment of DOST regional offices. Thus, through the Administrative Order No. 002 series of 1989, the DOST regional offices shall be the focal points for the planning and implementation of S&T programs and projects in the regions. Specifically, each regional office shall assume the following functions:

1. Identify the needs and opportunities in S&T in the region;
2. Formulate a regional S&T plan consistent with and supportive of the regional and national development S&T plans;
3. Plan and implement programs and projects on R&D and the delivery of S&T services such as technology demonstration and transfer, testing and analysis, S&T promotion and information dissemination, and on other areas of concern of the DOST for the benefit of the people in the region;
4. Monitor and coordinate programs and projects of DOST Councils, Institutes and support agencies in the region;
5. Develop institutional linkages with Regional Offices, other agencies, and local government and private organizations or entities for the effective planning and implementation of S&T programs in the region; and
6. Perform such other functions as may be directed by higher authorities as provided by law.

Following Section 20 of the Republic Act No. 1132 (RA 1132) or Ease of Doing Business and Efficient Government Service Delivery Act of 2018, a feedback mechanism shall be established in all government agencies covered under Section 3 of the said RA. Section 3 of the Implementing Rules and Regulations (IRR) of RA 1132 states that, "All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority."

As stated in the ARTA Memorandum Circular No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction.

Department of Science and Technology – Regional Office I's (DOST I) commitment to upholding service quality standards in the provision of its services, the agency continued to monitor and evaluate the satisfaction of its customers and stakeholders. The said mechanism is part of assessing whether its programs, projects, and activities are geared towards the maximum



utilization on economic and social benefits for the people through its Quality Management System (QMS) in compliance with the ISO 9001:2015.

II. Scope

The agency conducted surveys throughout the year from January 2023 to December 2023. From January to October 30, 2023, a customer satisfaction survey covered the following attributes:

1. Timeliness of Service
2. Applicability of Service Rendered
3. Attitude of Staff
4. Quality of Service

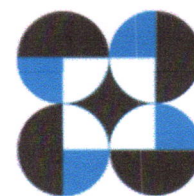
It has adopted the Harmonized ARTA Prescribed Customer Survey effective October 31, 2023. It asked clients' demographical questions covering the following service quality dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services DOST-I surveyed are the following:

Area	Responses	Total Transactions
Technical Assistance and Consultancy Services	698	698
Packaging and Labeling	12	12
Technology Transfer	75	75
Technology Training	618	618
Regional Standards and Laboratory	213	213
Regional Metrology Laboratory	2,554	2,554
Scholarship	445	445
S&T Resource Center	2	2
TOTAL	4,617	4,617

A total of 4,617 respondents were able to answer the survey. The survey aims to attain at least a "Very Satisfactory" rating of the requested services.



III. Methodology

For customers, surveys were handed out and collected by personnel immediately at the end of the transaction. Afterward, a summary of responses is generated by getting the weighted average of each process for evaluation and analysis and to monitor the effectiveness of services being rendered.

Below is the table of the range of scores and their descriptive rating:

Scale	Range	Rating
5	4.51 – 5.00	Excellent
4	3.51 – 4.50	Very Satisfactory
3	2.51 – 3.50	Satisfactory
2	1.51 – 2.50	Fair
1	1.00 – 1.50	Poor

IV. Results of the Harmonized CSM for FY 2023

Most respondents rated the agency as 4.92 (Excellent) customer satisfaction. The data below shows the breakdown of the results per service quality dimensions.

January – October 30, 2023

Service Quality Dimensions	Average	Adjectival Equivalent
Timeliness of delivery	4.86	Excellent
Applicability of the service	4.94	Excellent
Attitude of staff	4.96	Excellent
Quality of service	4.96	Excellent
Overall perception of the service rendered	4.92	Excellent

October 31 – December 31, 2023

Service Quality Dimensions	Average	Adjectival Equivalent
Overall Satisfaction	4.87	Excellent
Responsiveness	4.69	Excellent
Reliability	4.86	Excellent
Access and Facilities	4.84	Excellent
Communication	4.80	Excellent
Costs	n/a	n/a
Integrity	4.88	Excellent
Assurance	4.87	Excellent
Outcome	4.87	Excellent



For the year 2023, DOST 1 did not receive any complaints from 8888, the Contact Center ng Bayan of the Civil Service nor from any government complaint platform.

V. Results of the Agency Action Plan Reported in FY 2023

The CSF process is regularly visited for continual improvement and improvement of the process compliant with all regulatory and statutory requirements for customer satisfaction.

VI. Continuous Agency Improvement Plan for FY 2024

DOST 1 will continually adhere its processes to the Harmonized Client Satisfaction Measurement. Customer feedback form including all SQD has been revised in compliance with ARTA MC 2022-05 series 2022. Processes enrolled in the QMS will be regularly revisited for continual improvement.

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