

## 2022 CITIZEN/CLIENT SATISFACTION REPORT

DOST Regional Office I (DOST I) upholds service quality standards in the provision of its services in line with the goal of achieving continuous improvement across the entire government. Through the customer satisfaction feedback form (CSF), DOST I has standardized the process of generating feedback and acquiring customer impressions. The CSF was created with the intention of gauging customer satisfaction with DOST I service delivery and eliciting suggestions for enhancements. DOST I, an ISO-certified organization, hopes to achieve an "Excellent" customer satisfaction rating of 4.70 in 2022 by continuously enhancing its Quality Management System.

### A. Description of the methodology of the CCSS used for each reported service

#### 1. Respondents' Criteria

DOST I stakeholders are from the state universities and colleges, local government units, national government agencies, micro, small and medium enterprises (MSMEs)/business/private sectors, scholars, non-government organizations, civil society, among others.

#### 2. Survey Sampling Coverage

It covers all activities from gathering customers' feedback to analysis and implementation of an action plan as a result of the study including the consideration of risks associated with the process and resulting output.

#### 3. Sampling Procedure

The concerned staff gives customer satisfaction feedback form to the customer upon delivery of service. 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 range of mean scores and its descriptive rating:

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Telefax No.: (072) 888-3399

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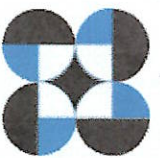
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4.51 - 5.00	Excellent
3.51 - 4.50	Very Satisfactory
2.51 - 3.50	Satisfactory
1.51 - 2.50	Fair
1.00 - 1.50	Poor

#### 4. Survey Instrument/Questionnaire

In order to learn more about how to provide programs, projects, and activities more effectively, DOST I employs survey forms to gain consumer input on its services. A five-point Likert scale of satisfaction of measurement is being used with 1 being the lowest and 5 the highest. The CSF measures the timeliness of delivery, applicability of the service rendered, attitude of staff, quality of service extended and overall perception of the service rendered.

#### B. Results of the CCSS for FY 2022

For 2022, the agency achieved a 4.96 (Excellent) customer satisfaction rating and four thousand five hundred ninety-one (4,591) respondents whose rating is very satisfactory or better. Attached is the Overall 2022 Customer Satisfaction Measurement Report.

AREAS	TARGET	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
Technical Assistance and Consultancy Services	4.70	5.00	4.84	4.84	4.91	4.90
Packaging and Labeling	4.70			5.00	5.00	5.00
Technology Transfer	4.70	4.93	5.00	5.00	4.98	4.98
Technology Training	4.70	5.00	4.96	4.96	5.00	4.95
Regional Metrology Laboratory	4.70	4.95	4.97	4.97	4.95	4.96
Regional Standards and Testing Laboratory	4.70	4.95	4.98	4.98	4.96	4.97
Scholarship	4.70	4.94	4.93	4.93	4.90	4.93
<b>Overall Rating</b>	<b>4.70</b>	<b>4.96</b>	<b>4.95</b>	<b>4.95</b>	<b>4.96</b>	<b>4.96</b>

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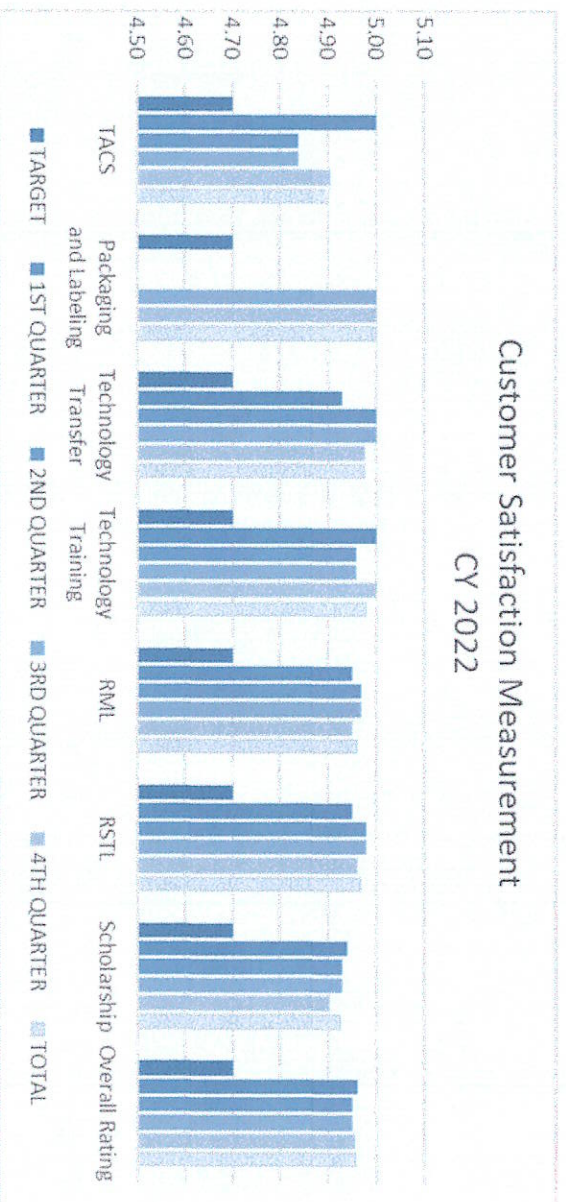
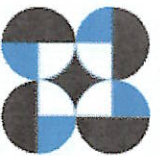
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AREA	NUMBER OF RESPONDENTS					TOTAL
	Excellent (5)	Very Satisfactory (4)	Satisfactory (3)	Fair (2)	Poor (1)	
Technical Assistance and Consultancy Services	311	34				345
Packaging and Labeling	8					8
Technology Transfer	139	1				140
Technology Training	1571	163	53			1787
Regional Science & Technology Laboratory (Micro & Chem)	277	5				282
Regional Metrology Laboratory	875	52				927
S&T Scholarship	1041	114				1155
S&T Resource Center						
Technology Fora						
TOTAL	4222	369	53			4644
PERCENTAGE	90.91%	7.95%	1.14%			100.00%

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### C. Results of Agency Action Plan reported in FY 2021 PBB

In 2022, DOST I various strategies were implemented in delivering its programs, projects, activities to its stakeholders in this new normal. Though some of the trainings, meetings were conducted face-to-face following health protocols, still the agency maximizes the use of online platforms in doing so. Emails, Facebook accounts, and pages were maximized to reach and have become a medium of communication to the stakeholders.

### D. Continuous Agency Improvement Plan for FY 2023

To continually improve services being rendered to the public and address opportunities for improvement through streamlining, and improvement of the process, both external and internal, compliant with all regulatory and statutory requirements for customer satisfaction.

### E. Resolution of Reported Complaints from Hotline #8888 and Contact Center ng Bayan (CCB)

DOST 1 takes pride that it did not receive any complaints from Hotline #8888 and the CCB in the year 2022. The officers and employees of the DOST 1 made it a point that public services will not be hampered which yielded zero complaints from customers/clients. Following the batlecry, "Science for the People".

Prepared by:

  
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