

DEPARTMENT OF SCIENCE AND TECHNOLOGY
Regional Office No. 1
DMMMSU Mid La Union Campus, City of San Fernando, La Union

2019 CUSTOMER SATISFACTION MEASUREMENT
SUMMARY PER QUARTER PER PROVINCE

Range of Mean Scores

4.51 - 5.00

3.51 - 4.50

2.51 - 3.50

1.51 - 2.50

1.00 - 1.50

Descriptive Rating

Excellent

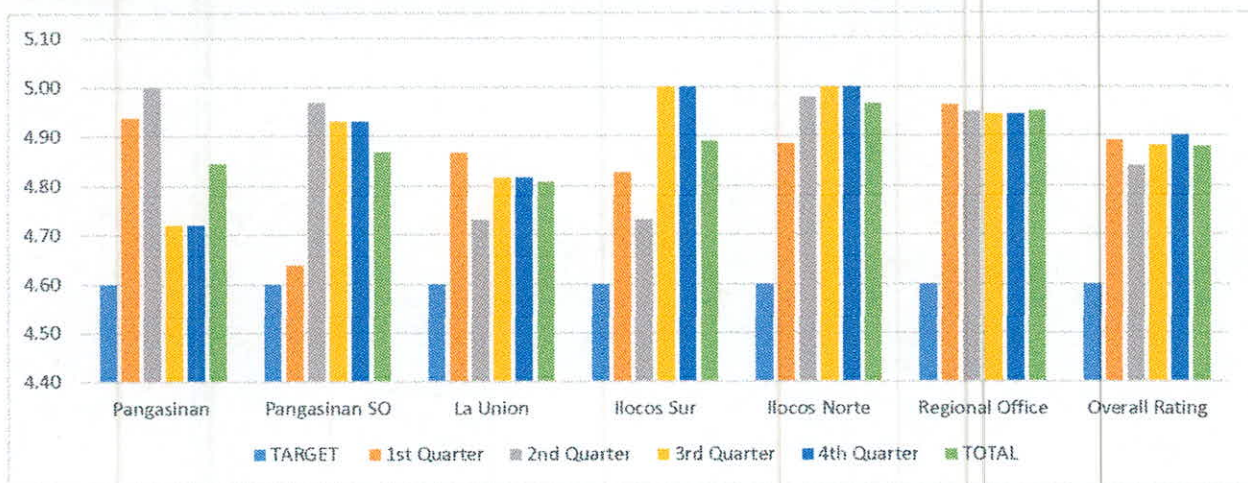
Very Satisfactory

Satisfactory

Fair

Poor

AREAS	TARGET	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL
Pangasinan	4.60	4.94	5.00	4.72	4.72	4.84
Pangasinan SO	4.60	4.64	4.97	4.93	4.93	4.87
La Union	4.60	4.87	4.73	4.82	4.82	4.81
Ilocos Sur	4.60	4.83	4.73	5.00	5.00	4.89
Ilocos Norte	4.60	4.88	4.98	5.00	5.00	4.97
Regional Office	4.60	4.96	4.95	4.94	4.94	4.95
Overall Rating	4.60	4.89	4.84	4.88	4.90	4.88



Prepared by:

adelflo
ADELISA C. FLORENDO
 SRS II

Noted by:

ISMAEL D. GURTIZA
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 ARD Field Operations

DEPARTMENT OF SCIENCE AND TECHNOLOGY
Regional Office No. 1
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2019 CUSTOMER SATISFACTION MEASUREMENT
SUMMARY PER QUARTER PER AREA

Range of Mean Scores

4.51 - 5.00

3.51 - 4.50

2.51 - 3.50

1.51 - 2.50

1.00 - 1.50

Descriptive Rating

Excellent

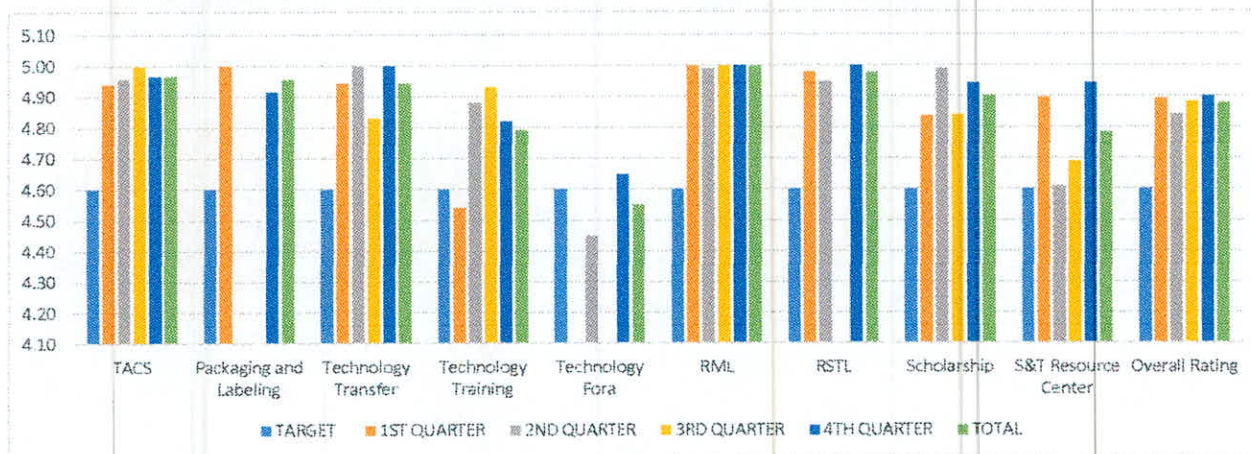
Very Satisfactory

Satisfactory

Fair

Poor

AREAS	TARGET	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
TACS	4.60	4.94	4.96	5.00	4.97	4.97
Packaging and Labeling	4.60	5.00			4.92	4.96
Technology Transfer	4.60	4.94	5.00	4.83	5.00	4.94
Technology Training	4.60	4.54	4.88	4.93	4.82	4.79
Technology Fora	4.60		4.45		4.65	4.55
RML	4.60	5.00	4.99	5.00	5.00	5.00
RSTL	4.60	4.98	4.95		5.00	4.98
Scholarship	4.60	4.84	4.99	4.84	4.94	4.90
S&T Resource Center	4.60	4.90	4.61	4.69	4.94	4.78
Overall Rating	4.60	4.89	4.84	4.88	4.90	4.88



Prepared by:

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