



2021 CITIZEN/CLIENT SATISFACTION REPORT

In its commitment to provide quality products and services to its stakeholders and to improve continually its services, DOST Regional Office I (DOST I) has been gathering feedback from its stakeholders with the programs and projects provided. As an ISO certified agency, DOST I aims to attain an "Excellent" customer satisfaction rating of 4.70 for the year 2021 through the continual improvement of its Quality Management System.

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

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.

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

The concerned staff gives customer satisfaction feedback form to the customer upon delivery of service. Afterwards a summary of responses is generated by getting the weighted average of each process for evaluation and analysis and to monitor effectiveness of services being rendered.

Below is the table of range of mean scores and its descriptive rating:

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

B. Results of the CCSS for FY 2021

For 2021, the agency achieved a 4.96 (Excellent) customer satisfaction rating and a two thousand four hundred twenty-nine (2,429) respondents whose rating is very satisfactory or better. Attached is the Overall 2021 Customer Satisfaction Measurement Report.

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Republic of the Philippines

DEPARTMENT OF SCIENCE AND TECHNOLOGY

REGIONAL OFFICE NO. I



AREAS	TARGET	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
Technical Assistance and Consultancy Services	4.70	5.00	4.95	5.00	4.98	4.98
Packaging and Labeling	4.70		5.00	5.00	5.00	5.00
Technology Transfer	4.70	5.00	4.89	5.00	4.97	4.96
Technology Training	4.70	5.00	4.89		4.83	4.91
Regional Metrology Laboratory	4.70	4.95	4.94	4.95	4.91	4.94
Regional Standards and Testing Laboratory	4.70	5.00	5.00	5.00	5.00	5.00
Scholarship	4.70	4.91	4.91	5.00	5.00	4.96
Overall Rating	4.70	4.98	4.94	4.99	4.95	4.96

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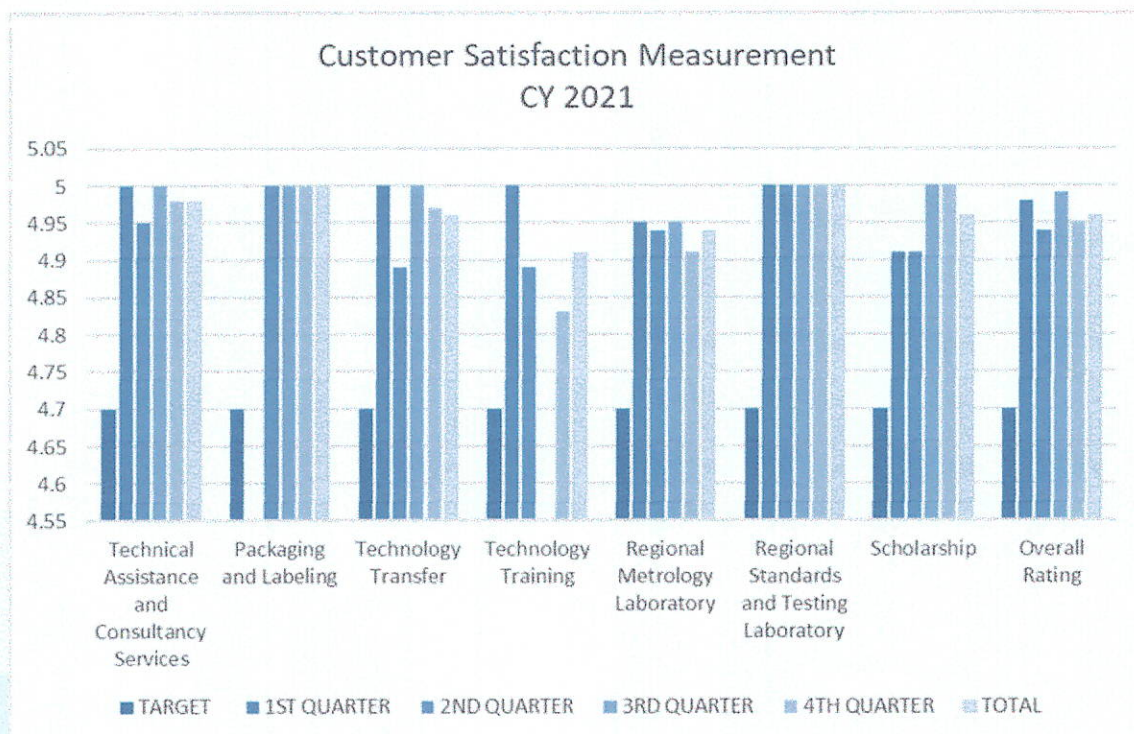
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AREA	NUMBER OF RESPONDENTS					TOTAL
	Excellent (5)	Very Satisfactory (4)	Satisfactory (3)	Fair (2)	Poor (1)	
Technical Assistance and Consultancy Services	260	6				266
Packaging and Labeling	18					18
Technology Transfer	193	9				202
Technology Training	132	14				146
Regional Science & Technology Laboratory (Micro & Chem)	226					226
Regional Metrology Laboratory	1111	68				1179
S&T Scholarship	358	34				392
S&T Resource Center						
Technology Fora						
TOTAL	2298	131				2429

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C. Results of Agency Action Plan reported in FY 2020 PBB

In 2021, DOST I various strategies were implemented in delivering its programs, projects, activities to its stakeholders despite the limitation of movement brought by the pandemic. Trainings, meetings were done using online platforms. Emails, Facebook accounts and pages were maximized to reach and has become a medium of communication to the stakeholders.

D. Continuous Agency Improvement Plan for FY 2022

To continually improve services being rendered to the public and address opportunities for improvement through streamlining, improvement of the process, both external and internal, compliant to 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 2021. Despite the COVID19 pandemic and the health risks it brought, the officers and employees of the DOST 1 made it a point that public services will not be hampered which yielded zero complaint from customers/clients. Following the battlecry, "Science for the People".

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