

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

2018 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

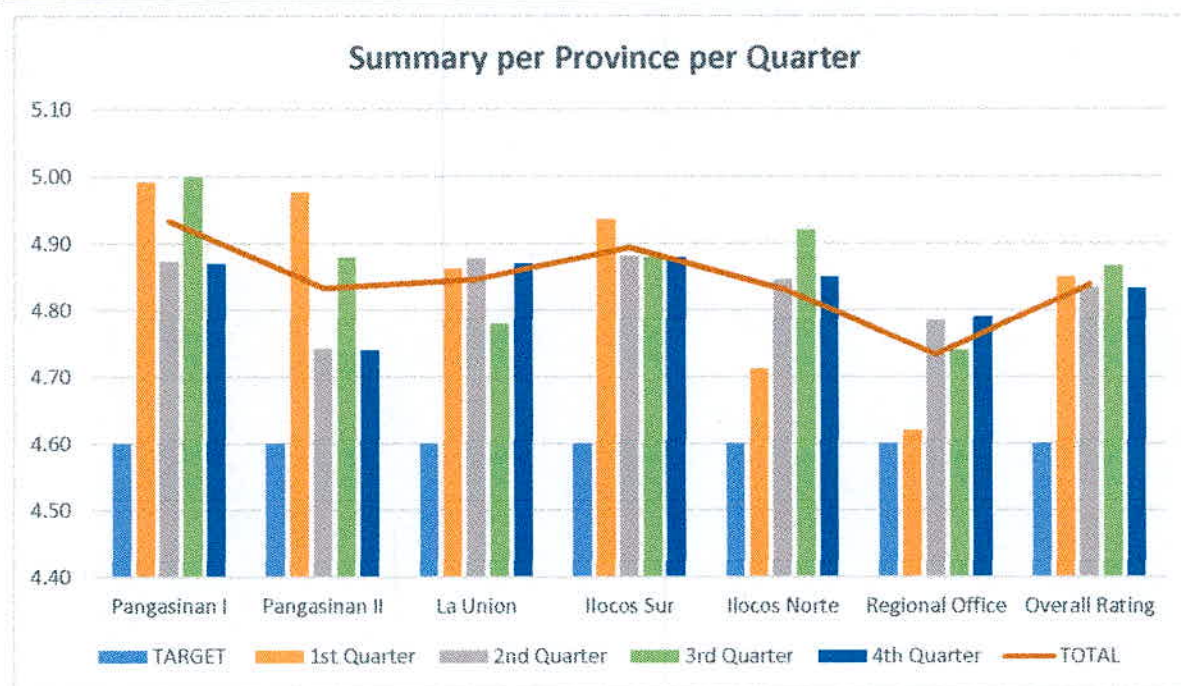
Very Satisfactory

Satisfactory

Fair

Poor

AREAS	TARGET	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL
Pangasinan I	4.60	4.99	4.87	5.00	4.87	4.93
Pangasinan II	4.60	4.98	4.74	4.88	4.74	4.83
La Union	4.60	4.86	4.88	4.78	4.87	4.85
Ilocos Sur	4.60	4.94	4.88	4.88	4.88	4.89
Ilocos Norte	4.60	4.71	4.85	4.92	4.85	4.83
Regional Office	4.60	4.62	4.79	4.74	4.79	4.73
Overall Rating	4.60	4.85	4.83	4.87	4.83	4.84



Prepared by:

adelisa c. florendo
ADELISA C. FLORENDO
 SRS II

Noted by:

Paulina P. Nebrida
PAULINA P. NEBRIDA
 QMR

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SUMMARY PER QUARTER PER AREA

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Descriptive Rating

Excellent

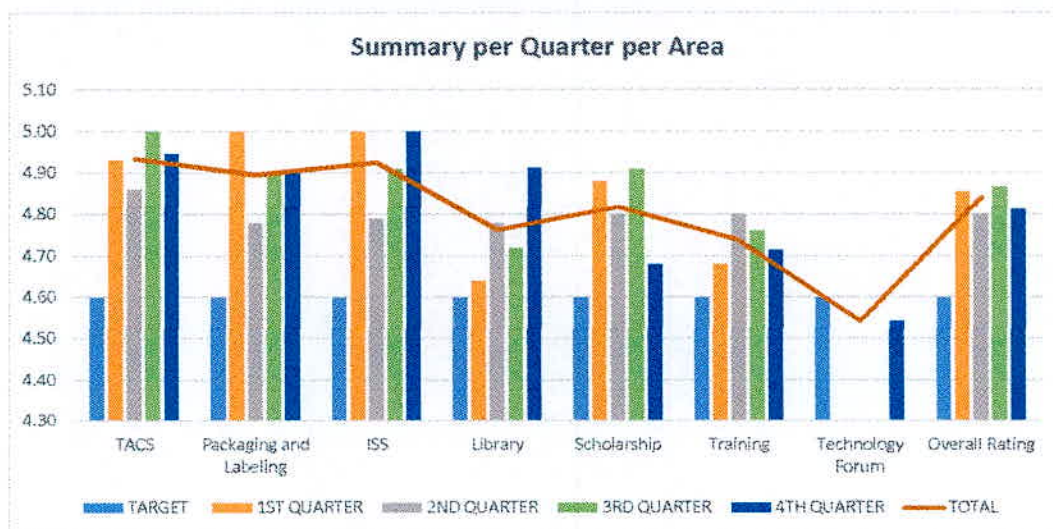
Very Satisfactory

Satisfactory

Fair

Poor

AREAS	TARGET	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
TACS	4.60	4.93	4.86	5.00	4.95	4.93
Packaging and Labeling	4.60	5.00	4.78	4.90	4.90	4.90
ISS	4.60	5.00	4.79	4.91	5.00	4.93
Library	4.60	4.64	4.78	4.72	4.91	4.76
Scholarship	4.60	4.88	4.80	4.91	4.68	4.82
Training	4.60	4.68	4.80	4.76	4.71	4.74
Technology Forum	4.60				4.54	4.54
Overall Rating	4.60	4.86	4.80	4.87	4.81	4.84



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2.51 - 3.50

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Descriptive Rating

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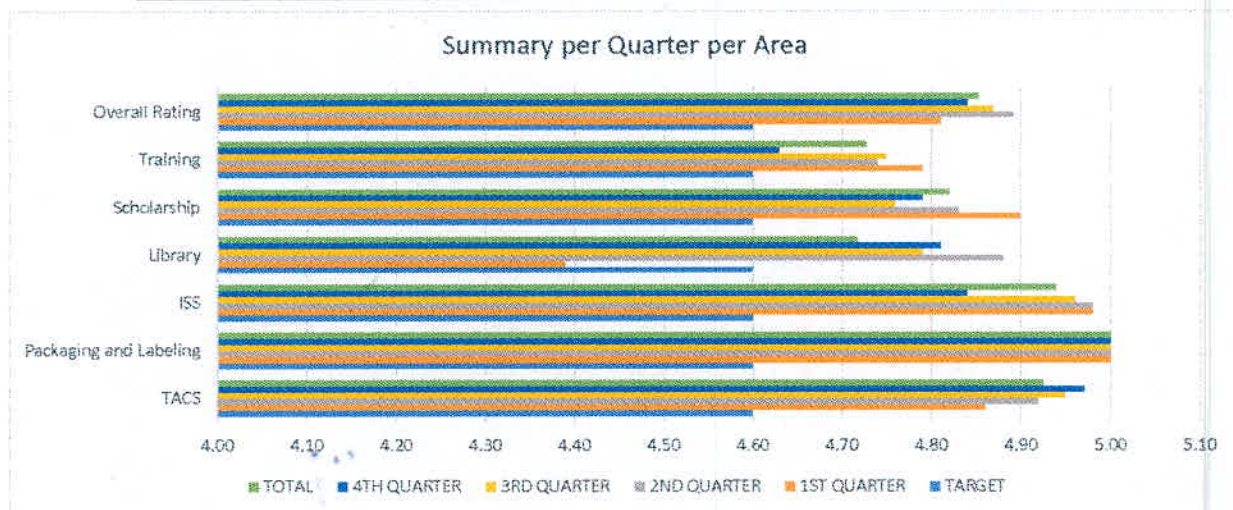
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Fair

Poor

AREAS	TARGET	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	TOTAL
TACS	4.60	4.98	4.98	4.95	4.99	4.98
Packaging and Labeling	4.60			5.00	4.86	4.93
ISS	4.60	4.99	4.98	4.92	5.00	4.97
Library	4.60	4.65	4.65	4.65	4.51	4.62
Scholarship	4.60	4.91	4.90	4.69	4.74	4.81
Training	4.60	4.77	4.74	4.72	4.75	4.75
Tech Forum	4.60	4.67				4.67
Overall Rating	4.60	4.83	4.85	4.82	4.81	4.83



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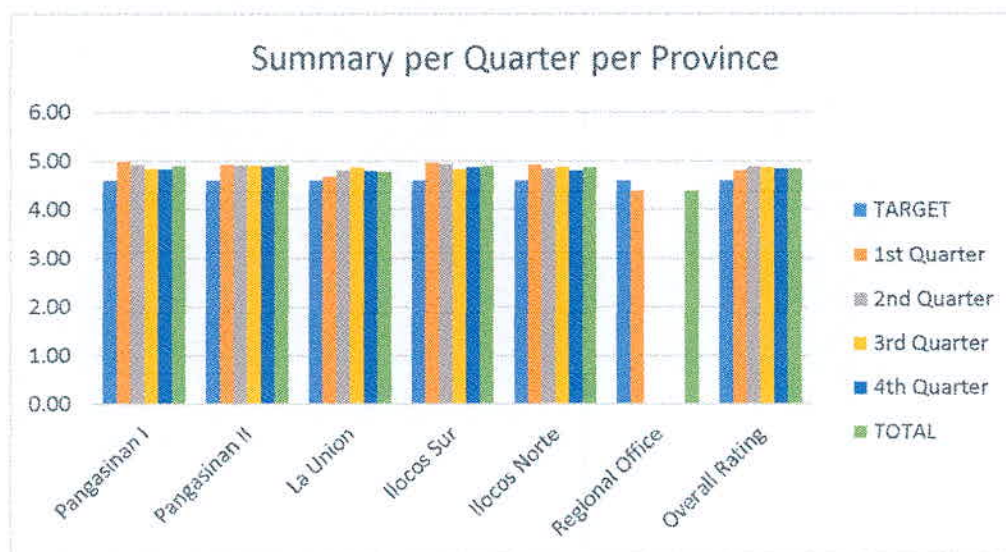
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Poor

AREAS	TARGET	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL
Pangasinan I	4.60	4.94	4.88	4.94	4.89	4.91
Pangasinan II	4.60	4.84	4.89	4.92	4.84	4.87
La Union	4.60	4.94	4.89	4.89	4.86	4.90
Ilocos Sur	4.60	4.94	5.00	4.84	4.89	4.92
Ilocos Norte	4.60	4.77	4.9	4.84	4.79	4.83
Regional Office	4.60	4.65	4.65	4.65	4.61	4.64
Overall Rating	4.60	4.85	4.87	4.85	4.81	4.83



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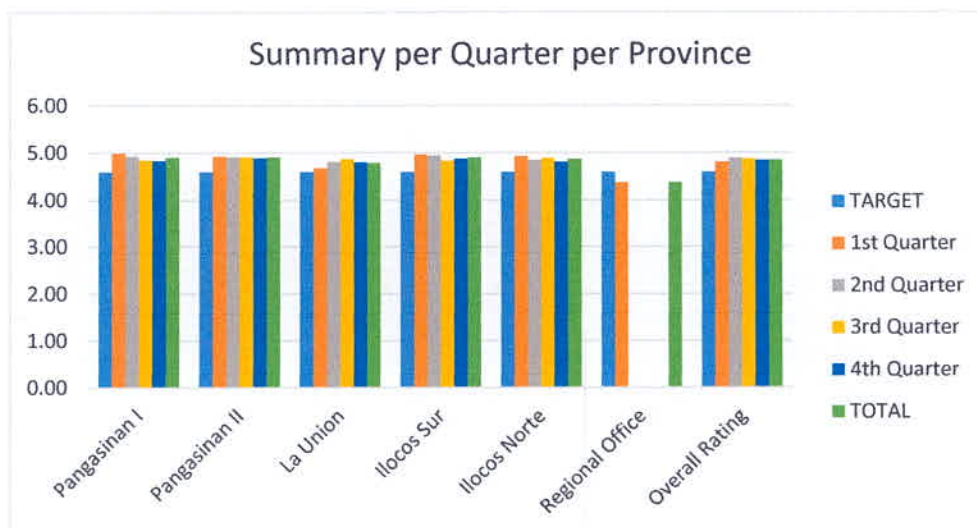
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La Union	4.60	4.68	4.81	4.87	4.80	4.79
Ilocos Sur	4.60	4.96	4.94	4.83	4.88	4.90
Ilocos Norte	4.60	4.93	4.85	4.89	4.81	4.87
Regional Office	4.60	4.38	-	-	-	4.38
Overall Rating	4.60	4.81	4.89	4.87	4.84	4.85



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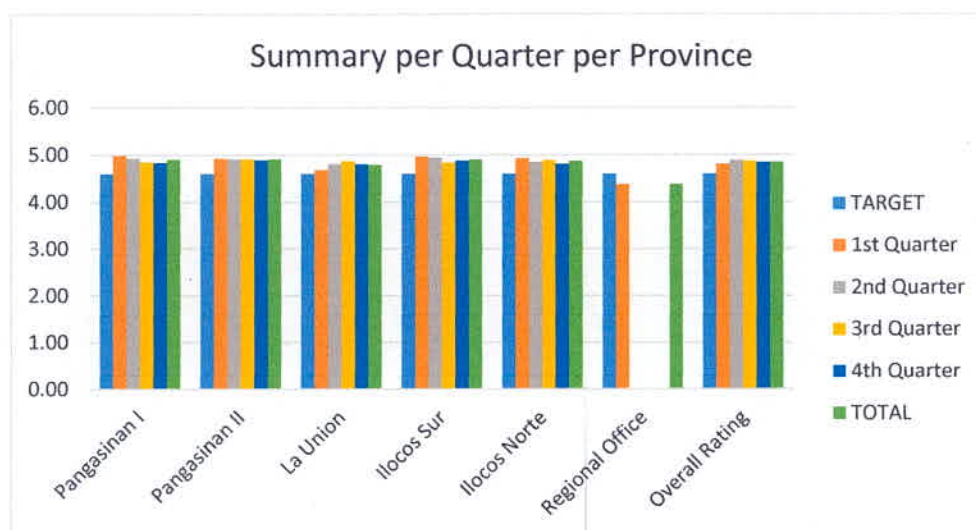
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