



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfaction Survey

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 processes for evaluation and analysis and to monitor effectiveness of services being rendered.

Its objective is to measure and monitor the level of customers' satisfaction and implement improvements to ensure customer satisfaction and to attain an "Excellent" customer satisfaction rating of 4.60 for the year 2019.

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

II. Improvement Action Plan for FY 2019

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.

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