

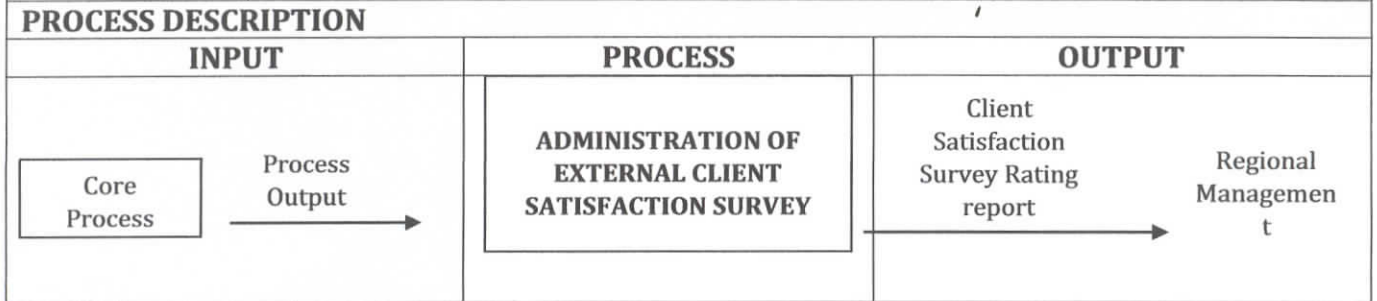


DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

Document Code
R13-SP-06

Rev. No.	Eff. Date	Page
02	11.16.20	1 of 3

PROCEDURE TITLE	ADMINISTRATION OF EXTERNAL CLIENT SATISFACTION SURVEY
SCOPE	This procedure covers the activities from the conduct of client satisfaction survey up to the issuance of analysis and summary of client satisfaction report to management.
PURPOSE/S	To define the process for conducting client satisfaction surveys (CSS) and analyzing results to confirm that client satisfaction objective is achieved.



DESCRIPTIVE STATEMENT:

The concerned Process Owner prepares the Customer Satisfaction Survey (CSS), conduct the survey, collect and summarize the filled up CSS, and submit to the QMS Secretariat. QMS Secretariat analyzes the report and issue Corrective Action Report, as appropriate.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Concerned Process Owner	Conduct the CS survey	<ul style="list-style-type: none"> Issue/send the CSS form to the identified respondent who received DILG-R13's services. For walk-in clients, request the respondent to accomplish and drop the filled-up CSS form into the locked drop box provided. 	<ul style="list-style-type: none"> CSS form (FM-R13-SP-06-01)
2	Concerned Process Owner	Collect and summarize the filled-up CSS forms	<ul style="list-style-type: none"> Retrieve the filled-up CSS Forms from the respondents or from the locked drop box (for walk-in clients), if any. Summarize and analyze the results in the Service Quality Dimension Analysis duly noted by the concerned Division Chief/Immediate Supervisor (for FOU's). Record the summary of ratings in the CSS Summary Logsheet duly noted by the concerned Division 	<ul style="list-style-type: none"> Accomplished CSS form (FM-R13-SP-06-01) Service Quality Dimension Analysis (FM-R13-SP-06-03) CSS Summary Log Sheet (FM-R13-SP-06-02)



DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

Document Code
R13-SP-06

Rev. No.	Eff. Date	Page
02	11.16.20	2 of 3

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Chief/Immediate Supervisor (for FOU's). • Submit the PSL and QME Report to the QMS Secretariat on or before the 10 th working day of the ensuing month of the current period in accordance with the Performance Monitoring and Evaluation Procedure.	
5	QMS Secretariat	Analyze the CSS results	• Summarize all the Service Quality Dimension Analysis and CSS Summary Logsheet received in the Consolidated Service Quality Dimension Analysis and QMS-Process Summary Logsheet. • Determine the overall client satisfaction rating for DILG-R13 and indicate in the QMS-QME report. • Prepare Corrective Action Report (CAR) for unmet client satisfaction target and recorded complaint in the CSS form, if any, in accordance with Nonconformity and Corrective Action Procedure.	• Consolidated Service Quality Dimension Analysis (FM-R13-SP-06-05) • QMS-PSL • QMS-QME • CAR (FM-R13-SP-04-01) • Nonconformity and Corrective Action

DEFINITION OF TERMS:

- Client – refers to the customer who receives the resulting product/service of a process.

FORMS:


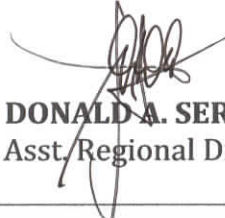

- | | |
|---|-----------------|
| • CSS Form | FM-R13-SP-06-01 |
| • CSS Summary Log Sheet | FM-R13-SP-06-02 |
| • Service Quality Dimension Analysis | FM-R13-SP-06-03 |
| • Consolidated Service Quality Dimension Analysis | FM-R13-SP-06-04 |



DILG REGION XIII (CARAGA)
**SYSTEM
PROCEDURE (SP)**

Document Code
R13-SP-06

Rev. No.	Eff. Date	Page
02	11.16.20	3 of 3

Prepared By	Reviewed By	Approved By
 JOCELYN Q. JAYOMA Chief, Admin. Officer	 DONALD A. SERONAY Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
QMS Secretariat Head	Regional QMR	Top Management



Document Code		
FM-R13-SP-06-01		
Rev. No.	Eff. Date	Page
02	11.16.20	1 of 1

CUSTOMER SATISFACTION SURVEY FORM

(To be accomplished by DILG Personnel)

Name of Office/Operating Unit:	SURVEY MODE: <input type="radio"/> In Person <input type="radio"/> Electronics
Name of Service Provided:	
Name of Action Officer (If applicable):	

Dear Client (Minamahal naming Kliyente),

We at DILG-Region XIII endeavors to consistently provide effective and efficient services to meet our client’s needs. In this regard, may we request you to help us improve our services by allowing us to hear your voice.

Kindly fill-up this survey form and reflect your impressions about our services and let us know your experience while transacting official business with us. Shade the rating that corresponds to your satisfaction level and/or write your observations/comments.

RATING SCALE

(5) <i>Strongly Agree</i>	(4) <i>Agree</i>	(3) <i>Neutral</i>	(2) <i>Disagree</i>	(1) <i>Strongly Disagree</i>

SERVICE DIMENSIONS

		5	4	3	2	1
Responsiveness	The service was willingly and promptly extended to the client/customer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	Performed the service within the expectations of the client/customer served..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access & Facilities	Facilities/resources/modes of technology were readily available for convenient transactions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	Materials associated with the service are easily understood and feedback mechanisms are present relevant to the client’s concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs	Value for money spent on services rendered. <input type="radio"/> service is free of charge	<i>not applicable</i>				
Integrity	Provided services with high morale and spirit of honesty.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assurance	The service was provided by competent personnel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outcome	The overall expectations of the client are met.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. SUGGESTION FOR IMPROVEMENT

Feedback/comments/suggestions for improvement

Name of Client (Optional): _____ Contact Number (Optional) _____ Date Accomplished: _____




-----**Privacy Statement**

DILG is committed to protecting your privacy. Any information gathered using this tool will be treated with utmost confidentiality and shall be solely used to improve our services being provided to the public. Thank you very much.



REPUBLIC OF THE PHILIPPINES
**DEPARTMENT OF THE INTERIOR AND LOCAL
GOVERNMENT (DILG) REGION XIII**

Document Code		
FM-R13-SP-06-01		
Rev. No.	Eff. Date	Page
02	11.16.20	2 of 1

Prepared By	Reviewed By	Approved By
 JOCELYN C. JAYOMA Chief, Admin. Officer	 DONALD A. SERONAY Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
QMS Secretariat Head	Regional QMR	Top Management



DEPARTMENT OF THE INTERIOR AND LOCAL LOCAL GOVERNMENT REGION XIII

CSS Summary Log Sheet

Document Code
FM-R13-SP-06-02

Rev No.	Eff Date	Page
01	11.16.20	1 of 1

Office: _____
 Procedure Title/Service Provided: _____
 Covered Period: _____

NO.	DATE MONITORING/ SUMMARY LOG SHEET RECEIVED	ORIGINATING OFFICE (Put the name of Office where the CSS Monitoring/Summary Log Sheet/s originates - From City/Municipality; From PO; and From RO)	AVERAGE RATING	SUGGESTIONS FOR IMPROVEMENT	OBJECTIVE RESULT			NOTES
					MET (Put 1, if Ave. Rating=3,4,5)	UNMET (Put 1, if Ave. Rating=1,2)	REMARKS (Indicate Reason if Target is unmet)	
1								
2								
3								
4								
5								
6								
nth								
Average Rating of Office								
TOTAL								
RESULT (%)								

Prepared By

 JOCELYN C. JAYOMA
 Date: 11/5/20
 Chief Admin. Officer/QMS Secretariat Head

Reviewed by

 DONAL P. A. SERONAY
 Date: 11/5/20
 Assy. Reg. Director/Regional QMR

Noted By

 LILIBETH A. FAMACION, CESO III
 Date: 11/5/20
 Regional Director



Service Quality Dimension Analysis

Document Code		
FM-R13-SP-06-03		
Rev. No.	Eff. Date	Page
00	11.16.20	1 of 1

Office:
 Procedure Title/Service Provided:
 Covered Period:

ORIGINATING OFFICE (Put the name of Office where the CSS Monitoring/Summary Log Sheet/s originates - From City/Municipality; From PO; and From RO)	RATING PER SERVICE QUALITY DIMENSION								
	Responsiveness	Reliability	Access & Facilities	Communication	Cost	Integrity	Assurance	Outcome	AVERAGE RATING
Name of Office 1									
Name of Office 2									
Name of Office 3									
Name of Office nth									
Average Rating per criteria									

Prepared By

JOCELYN C. LAYOMA
 Date: 11/05/20
 Chief, Admin. Office/QMS Secretariat Head

Reviewed by:

DONALD A. SERONAY
 Date: 11/05/20
 Asst. Reg'l. Director/Regional QMR

Noted By

LILIBETH A. FAMACION, CESO III
 Date: 11/05/20
 Regional Director



Consolidated Service Quality Dimension Analysis

Document Code		
FM-R13-SP-07-06-04		
Rev. No.	Eff. Date	Page
00	11.15.20	1 of 1

Office:

Covered Period:

SERVICE QUALITY DIMENSION	Average rating of services reported for Streamlining and Process Improvement									
	Name of Service 1	Name of Service 2	Name of Service 3	Name of Service 4	Name of Service 5	Name of Service 6	Name of Service 7	Name of Service 8	Name of Service nth	Score per dimension
Responsiveness										
Reliability										
Access & Facilities										
Communication										
Costs										
Integrity										
Assurance										
Outcome										
Overall Score (Average)										

Prepared By

JOCELYN C. JAYOMA
 Date: 11/05/20
 Chief, Admin. Office/QMS Secretariat Head

Reviewed by

DONALD A. SERONAY
 Date: 11/05/20
 Asst. Reg'l. Director/Regional QMR

Noted By

LILIBETH A. FAMACION, CESO III
 Date: 11/05/20
 Regional Director