



Republic of the Philippines
Department of Health
MALINAO TREATMENT AND REHABILITATION CENTER

Purok 4, Comun, Malinao, Albay, 4512
Admission: 09318840450 | Administrative: 09190738568 | doh.mtrc@gmail.com



Certificate No. PHP QMS 22 93 0095

Client Satisfaction Measurement (CSM) Report

From September 18, 2023 to December 31, 2023

Table of Contents		Page
I.	Overview	3
II.	Scope	3
III.	Methodology	3
IV.	Data and Interpretation	5
V.	Continuous Agency Improvement Plan	8
Annex A. Survey Questionnaire Used		9

I. Overview:

DOH - Malinao Treatment and Rehabilitation Center (DOH-MTRC) is a specialized hospital located at Barangay Comun, Malinao, Albay, with an authorized bed capacity of 125, classified as "Free Standing, Residential with Outpatient". The Center caters to male and female Persons Who Use Drugs (PWUDs) through its Residential, Outpatient and Aftercare Programs.

The Anti Red Tape Authority developed the harmonized Client Satisfaction Measurement (CSM) as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. It provides relevant feedback to the agency on the quality of service they are providing.

Malinao Treatment and Rehabilitation Center transitioned from Client Satisfaction Survey to CSM implementation last September 18, 2023.

Summary of results:

	Score
Citizen's Charter (CC) Awareness:	44.00%
CC Visibility:	46.00%
CC Helpfulness:	47.00%
Response Rate:	47.00%
Overall Score:	100%

II. Scope:

The center started the implementation of CSM last September 18, 2023. The survey was facilitated at the center, satellite offices of outpatient & aftercare program and offsite during drug testing for partner-clients.

III. Methodology:

Distributing the Form:

- 1.1 For onsite external clients:** The Public Assistance and Complaints Desk Officer (PACDO) shall provide Client Satisfaction Measurement (CSM) Form to the client. S/He shall give brief information about the programs and services being offered by the Center
- 1.2 For residential clients and program completers including petitioners:** the case manager, program coordinator or staff facilitating the activity or discharge process/ceremony shall provide the CSM Form
- 1.3 For offsite external clients:** The attending staff shall provide link for the CSM Google Form or Quick Response (QR) code/ CSM form to the client

1.4 For internal clients: The Section and Division Head (Process Owners) shall provide link for the CSM Google Form or ensure the accessibility of QR code to the internal client from their respective offices

The CSM survey utilizes 5-point Likert scale, to wit:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The survey scoring system is as follows:

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

A. Demographic Profile

Sixty-four percent (64%) of the client-respondents ages from 20-34 years old and from 35 to 49 years old. Of the two hundred forty-seven (247) client respondents, forty nine percent (49%) were male, forty one percent (41%) were female and ten percent (10%) did not specify their sex.

Age and Sex (n=247)	External/Overall
1. 19 or lower	2%
2. 20-34	34%
3. 35-49	34%
4. 50-64	16%
5. 65 or higher	4%
6. Did not specify	9%
1. Male	49%
2. Female	41%
3. Did not specify	10%

Of the two hundred forty-seven client (247) client-respondents, ninety-four percent (94%) were citizens, five percent (5%) were government institutions and one percent (1%) were business institution.

Customer Type (n=247)	Overall
D4. Citizen	94%
D4. Business	1%
D4. Government	5%
D4. Did not specify	0%

B. Count of CC and SQD results

Forty-four percent (44%) of the client-respondents know the existence of Citizen's Charter (CC), forty-two percent (42%) of the client-respondents were still unaware of the CC.

Meanwhile, among those that knew the CC, forty-six percent (46%) were able to easily see MTRC's CC. Likewise, forty-seven percent (47%) of the client-respondents also believed that the CC helped them very much.

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	109	44%
2. I know what a CC is but I did not see this office's CC.	4	2%
3. I learned of the CC only when I saw this office's CC.	31	13%
4. I do not know what a CC is and I did not see this office's CC.	103	42%
1. Easy to see	114	46%
2. Somewhat easy to see	17	7%
3. Difficult to see	7	3%
4. Not visible at all	13	5%
5. Not Applicable (N/A)	96	39%
1. Helped very much	117	47%
2. Somewhat helped	16	6%
3. Did not help	11	4%
4. Not Applicable (N/A)	103	42%

MTRC obtained one hundred percent (100%) positive satisfaction in term of overall satisfaction on services availed as perceived by the client respondents.

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	208	38	0	0	0	1	247	100%

Furthermore, all the client-respondents rated either “Strongly Agree” and “Agree” with MTRC in along the eight (8) service quality dimensions, recording an overall rating of one hundred percent (100%) positive satisfaction.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	199	47	0	0	0	1	247	100%
Reliability	209	36	0	0	0	2	247	100%
Access and Facilities	129	35	0	0	0	83	247	100%
Communication	155	36	0	0	0	56	247	100%
Costs	82	23	0	0	0	142	247	100%
Integrity	210	32	0	0	0	5	247	100%
Assurance	216	30	0	0	0	1	247	100%
Outcome	204	39	0	0	0	4	247	100%
Overall	1404	278	0	0	0	294	1976	100%

C. Overall score per service

Looking at the scores per service, one hundred percent (100%) of the client-respondents were either “Strongly Agree” or “Agree” on their overall satisfaction with the availed services from MTRC.

Services	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Rating
Admission/ Enrollment	46	2	0	0	0	0	48	100%
Attendance to Trial Discharge Conference	2	0	0	0	0	0	2	100%
Discharges	45	2	0	0	0	0	47	100%
Attendance to Soap Making/Livelihood Activity	6	5	0	0	0	0	11	100%
FOI request	1	0	0	0	0	0	1	100%
Submit documents	5	1	0	0	0	0	6	100%
Inquiry and Request for data/ documents	17	2	0	0	0	0	19	100%
Drug Testing (remote collection)	63	18	0	0	0	1	82	100%
Site Inspection	1	0	0	0	0	0	1	100%
Received Payment	1	1	0	0	0	0	2	100%

Transact with Accounting, Billing and Cashier Section	2	2	0	0	0	0	4	100%
Drug Dependency Examination (DDE)	2	0	0	0	0	0	2	100%
Purpose not Indicated	17	5	0	0	0	0	22	100%
Overall	208	38	0	0	0	1	247	100%


V. Continuous Improvement Plan

It is recommended that the Public Assistance and Complaint Desk officer and concerned employees to regularly distribute and present CSM forms to the clients to solicit broader client feedbacks. Likewise, monthly monitoring of the response rate will be undertaken by the Client Satisfaction Survey committee. Lastly, the committee will continue to communicate the survey results to the Management Committee then to the General Assembly for continual service delivery improvement.

Prepared by:


REY ALLAN RESTIE B. BONGON, LPT
 Statistician II/CSS Point Person

Recommending Approval by:


SIMONETTE D. LOMA
 Supervising Administrative Officer/
 Quality Management Representative


Approved by:


MARIA ESTRELLA B. LITAM, MD, MBA-H, FPPS, FPIDSP
 Medical Center Chief II
 Officer-In-Charge, Malinao TRC


Attested by:


Kristine L. Sazon, MPA
 HRMO II/CART Chairperson

Annex A. Survey Questionnaire/s Used



Republic of the Philippines
Department of Health
MALINAO TREATMENT AND REHABILITATION CENTER
 Purok 4, Comara, Malinao, Albay - 4512
 Admision: 0931844450 | Administrative: 09190738568 | dkh.mtrc@gmail.com



Control Number: _____

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng tamabayang hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong narang karanasan sa pakatapos lamang na transaksyon, upang mas mapabuti at talong mapakiusap ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpletohang Maasapang piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente : Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)
 Sub-Un ng Kliyente (kung Mamamayan) Kliyente Petitioner

Petsa: _____ Kasarian : Lalaki Babae Edad: _____ Rehiyon (Region): _____

Uri ng transaksyon o serbisyo : _____

PANUTO: Lagyan ng **tsek** kung iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opsina ng gobyerno. Inakikita ito ang mga kinakailangan na dokumento, kaakulung bayarin, at panghabang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
 3. Nakaran ko ang CC nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kung ito ang iyong sagot)






CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. N/A
 3. Mahirap Makita

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. N/A

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Loko na hindi sumasagayon	 Hindi sumasagayon	 Walang siniklingan	 Sumasagayon	 Loko na sumasagayon	N/A Not Applicable
SQD0. Nasayahin ako sa serbisyo na akong natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na akong ginugol para sa pagproseso ng akong transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Madali at madali akong nakahanap ng impormasyon tungkol sa akong transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa akong transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa labas, o "walang pakikisan" sa akong transaksyon.						
SQD7. Magalang akong tintrato ng mga tauhan, at (kung sikatli ako ay tumungo ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakita ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tumanggap man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsiyonal):

Email address (Opsiyonal): _____

MARAMING SALAMATI

MTRC-QSP-007-F001 Rev. 1 Effectivity: September 18, 2023 Page 1 of 1



2023 Client Satisfaction Survey (CSS) Report and Feedback January 1, 2023 to September 17, 2023

I. Introduction

Number of Client/Respondents (n) : 761

Identification of Client

<i>Inpatient/Petitioner</i>	:	(44)
<i>Outpatient/Petitioner</i>	:	(169)
<i>Aftercare Patient/Petitioner</i>	:	(153)
<i>Others</i>	:	(395)

Methodology of Distributing the Form

- 1.1 For onsite external clients:** The Public Assistance and Complaints Desk Officer (PACDO) shall provide Client Satisfaction Survey (CSS) Form to the client. S/He shall give brief information about the programs and services being offered by the Center
- 1.2 For residential clients and program completers including petitioners:** the case manager, program coordinator or staff facilitating the activity or discharge process/ceremony shall provide the CSS Form
- 1.3 For offsite external clients:** The attending staff shall provide link for the CSS Google Form or Quick Response (QR) code to the client
- 1.4 For internal clients:** The Section and Division Head (Process Owners) shall provide link for the CSS Google Form or ensure the accessibility of QR code to the internal client from their respective offices

II. Respondents Criteria, Survey Sampling Coverage, Sampling Procedure

All clients availing the programs and services of MTRC are required to accomplished the CSS form.

- NB: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others.” Others” are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category.
2. Only valid responses are counted in the summary of results.

III. Survey Instrument/Questionnaire

MTRC adopts and uses the CSS Form prescribed by the DOH-DDAPTP. The CSS Form contains tick boxes as to the type of program a client is availing, whether inpatient/residential, outpatient, aftercare or others. It also has a line list of the specific kind of service or purpose of visit of a client. The CSS Form measures the service quality dimensions of reliability, responsiveness, assurance, empathy, integrity, facilities, and outcome.

It uses a 4-point Likert scale, such as: Very satisfactory, Satisfactory, Fair and Poor. The Form also provides an opportunity for clients to give their comments, suggestions and recommendations for future service improvement.

IV. Service Quality Dimensions

The seven (7) service quality dimensions are translated into the following statement indicators, viz:

Service Quality Dimensions	Statement Indicators
1. Reliability	<i>Natanggap ang serbisyong kailangan</i>
2. Responsiveness	<i>Mabilis at maagap ang serbisyo</i>
3. Assurance	<i>Ang kawani ay may sapat na kaalaman</i>
4. Empathy	<i>Ang kawani ay magalang at madaling lapitan</i>
5. Integrity	<i>Patas, tapat at sapat ang serbisyong ibinigay</i>
6. Facilities	<i>Malinis at maayos ang opisina</i>
7. Outcome	<i>Sa kabuuan, kontento ka ba sa serbisyo/ impormasyon na iyong natanggap?</i>

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others." Others" are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.

V. Highlight of the Findings, Analysis and Interpretation

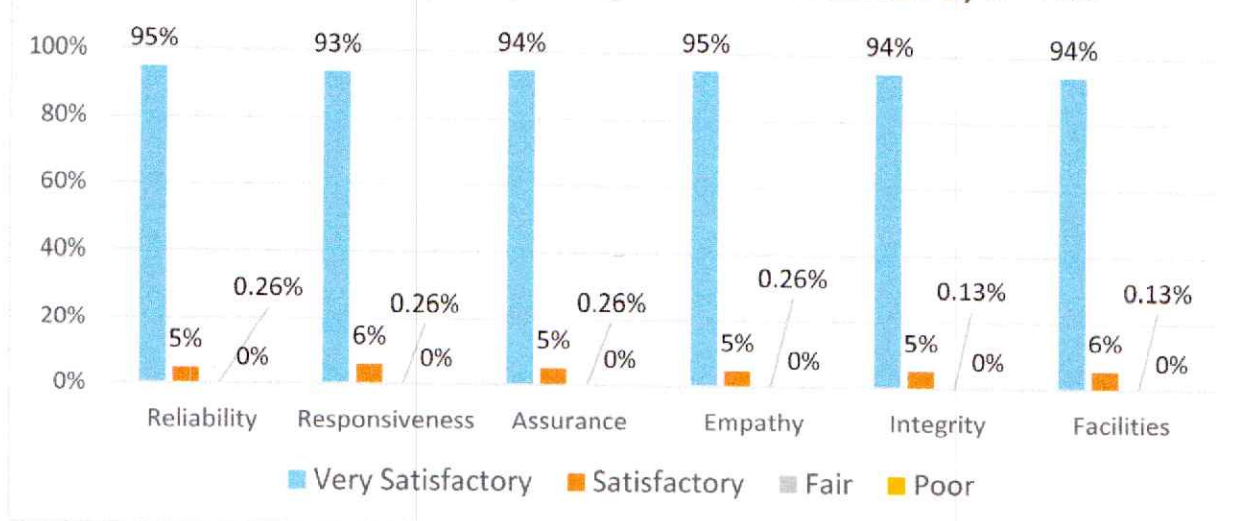
Table 1 Purpose of Visit/Transaction

Purpose of Visit/Transaction	Number of Respondents (f)	%
Admission/Enrollment	182	23.92%
Attendance to OP/ACP sessions	43	5.65%
Discharges	121	15.90%
Attendance to Trial Discharge Conference	36	4.73%
Seek Assistance (Technical/Medical)	59	7.75%
Family Intervention	3	0.39%
Conduct Interview and Research / Dialogue	8	1.05%
Submit documents/Reports	25	3.29%
Follow-up documents/ Collection of Payments	5	0.66%
Inquiry and Request for data/ documents	42	5.52%
DDE and Drug Testing	18	2.37%
Payment	4	0.53%
Job Application (Examination/Interview)	34	4.47%
Others (Research survey, Deliveries and etc.)	10	1.31%
Assessment	1	0.13%
Seek Assistance (General Support Service)	22	2.89%
Request for Transport Vehicle and Escorting	5	0.66%
Field Visitation of Students (Center)/ Site Inspection	14	1.84%
Purpose not Indicated	129	16.95%
Total	761	100.00%

For this period, the top three purpose of visit/ transactions of our client-respondents were (1) Admission/Enrollment, (2) Discharges, and (3) Seek Assistance.

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others." Others" are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.

Graph 1. Client's Rating per Service Quality Dimensions (in %) using CSS form version 0; n= 761



Malinao Treatment and Rehabilitation Center (MTRC) recorded an average of ninety-four percent (94%) very satisfactory rate and five percent (5%) satisfactory rate along the service quality dimensions (Reliability, Responsiveness, Assurance, Empathy, Integrity, and Facilities) as perceived by the client-respondents. It had recorded an average of zero-point twenty-two percent (0.22%) negative satisfaction rate from two (2) client-respondents along service quality dimensions.

Table 2 Client's Rating per Service Quality Dimension using CSS form version 0

Service Quality Dimensions	Very Satisfactory		Satisfactory		Fair		Poor	
	f	%	f	%	f	%	f	%
Reliability	721	95%	38	5%	2	0.26%	0	0%
Responsiveness	711	93%	48	6%	2	0.26%	0	0%
Assurance	718	94%	41	5%	2	0.26%	0	0%
Empathy	721	95%	38	5%	2	0.26%	0	0%
Integrity	719	94%	41	5%	1	0.13%	0	0%
Facilities	716	94%	44	6%	1	0.13%	0	0%
Average/Mean	717.7	94%	41.7	5%	1.7	0.22%	0	0%

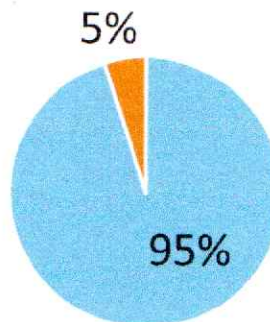
f- Frequency

The client-respondents rated an average of ninety-nine percent (99%) positive satisfaction on the service delivery across the six quality dimensions (Reliability, Responsiveness, Assurance, Empathy, Integrity, and Facilities) with an average of ninety-four percent (94%) and five percent (5%) for Very Satisfactory and Satisfactory rating, respectively.

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others." Others" are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.

Graph 2. Client's Overall Satisfaction Rating;

n=756



■ Very Satisfactory ■ Satisfactory ■ Fair ■ Poor

For this month, MTRC obtained a one hundred percent (100%) positive satisfaction rate on the client's overall satisfaction. Ninety-five percent (95%) and five percent (5%) of the client-respondents rated Very Satisfactory and Satisfactory, respectively.

Table 3 Client's Overall Satisfaction Rating using CSS form version 0 (per service provider)

Service Provider	Very Satisfactory		Satisfactory		Fair		Poor	
	f	%	f	%	f	%	f	%
Advocacy Section	24	96%	1	4%	0	0%	0	0%
Aftercare Section	156	99%	1	1%	0	0%	0	0%
Admission (various office)	9	82%	2	18%	0	0%	0	0%
Billing Section	2	67%	1	33%	0	0%	0	0%
Case Manager	2	100%	0	0%	0	0%	0	0%
Cashier Section	7	100%	0	0%	0	0%	0	0%
General Services Section	124	90%	14	10%	0	0%	0	0%
Health Information Management Section	6	86%	1	14%	0	0%	0	0%
Human Resource Management	30	100%	0	0%	0	0%	0	0%
Laboratory Section	21	95%	1	5%	0	0%	0	0%
Materials Management Section	4	100%	0	0%	0	0%	0	0%

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others." Others" are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.

Medical Section	8	100%	0	0%	0	0%	0	0%
Nursing Section	4	100%	0	0%	0	0%	0	0%
Nutrition and Dietetics Section	1	100%	0	0%	0	0%	0	0%
Office of Chief of Hospital II	3	100%	0	0%	0	0%	0	0%
Outpatient Section	168	99%	2	1%	0	0%	0	0%
PACD-O	8	100%	0	0%	0	0%	0	0%
Procurement	1	50%	1	50%	0	0%	0	0%
Social Welfare Office Section	20	100%	0	0%	0	0%	0	0%
Vocational Livelihood Training Section	4	100%	0	0%	0	0%	0	0%
Team for Trial Discharge Conference	7	88%	1	13%	0	0%	0	0%
Not Indicated	111	91%	11	9%	0	0%	0	0%
Overall	720	95%	36	5%	0	0%	0	0%

Note: f= Frequency


Continuous Improvement Plan

It is recommended that the Public Assistance and Complaint Desk officer and concerned employees to regularly distribute and present CSM forms to the clients to solicit broader client feedbacks. Likewise, monthly monitoring of the response rate will be undertaken by the Client Satisfaction Survey committee. Lastly, the committee will continue to communicate the survey results to the Management Committee then to the General Assembly for continual service delivery improvement.

Prepared by:


REY ALLAN RESTIE B. BONGON, LPT
 Statistician II/CSS Point Person

Recommending Approval by:


SIMONETTE D. LOMA
 Supervising Administrative Officer/
 Quality Management Representative

Approved by:


MARIA ESTRELLA B. LITAM, MD, MBA-H, FPPS, FPIDSP
 Medical Center Chief II
 Officer-In-Charge, Malinao TRC

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others." Others" are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.

Annex A. Survey Questionnaire Used



Republic of the Philippines
Department of Health
MALINAO TREATMENT AND REHABILITATION CENTER
 P4, Comun, Malinao, Albay, 4512 ☎doh.mtrc@gmail.com ☎(052)736-0688
 Admission: 09318840450 Medical: 09324725270 Administrative: 09190738568



CLIENT SATISFACTION SURVEY FORM

Inpatient Outpatient Aftercare Others

Hinangad namin ang higit na maayos na paglilingkod kaya hinihiling namin ang inyong mga puna at opinyon. Salamat sa panahong inilalaan ninyo upang sagutin ang mga sumusunod.

Petsa: _____ **Oras:** _____ **Ikaw ba ay:** () Kliyente () Petisyoner

Pinuntahang Tanggapan: _____

Kawani na nagbigay ng serbisyo: _____

1. Ano ang inyong pakay sa pagpunta dito?
 - Magbigay ng ulat/dokumento
 - Magtanong, humiling ng kailangang impormasyon o dokumento.
 - Magpapatulong: Teknikal Legal Medikal
 - Magpapanayam, Magsasaliksik
 - Alamin ang estado o kalagayan ng dokumentong kailangan
 - Dumulog para sa: Lisensya Accreditation Katibayan Pagpapatala Authentication
 - Iba pang kailangan/pakay. (Isulat sa patlang) _____
2. Gaano katagal ang iyong pinaghintay bago natugunan ang iyong pakay sa pagpunta dito?
 - Araw Oras Minuto
3. Lagyan ng tsek (✓) ang angkop na kahon ng iyong napiling sagot.

Salaysay	Lubos na Nakakahanga (Very Satisfactory) (4) 😊	Nakakahanga (Satisfactory) (3) 😐	Katamtamang Nakakahanga (Fair) (2) 😞	Hindi Nakakahanga (Poor) (1) 😡
Natanggap ang serbisyong kailangan.				
Mabilis at maagap ang serbisyo.				
Ang kawani ay may sapat na kaalaman.				
Ang kawani ay magalang at madaling lapitan.				
Patas tapat at sapat ang serbisyong ibinibigay				
Malinis at maayos ang opisina				
4. Sa kabuuan kontento ka ba sa serbisyo/impormasyon na iyong natanggap? Lagyan ng tsek (✓) ang angkop na kahon ng iyong napiling sagot.				

5. Komento/Suhestyon/Rekomendasyon: _____

6. Para sa agarang pansin sa inyong mga isyu o puna, pinapayuhang lapitan ang Customer Help Desk ng kinaaukulang opisina. Maraming Salamat po!

Pagkakakilanlan (Opsyonal)

Pangalan: _____ **Telepono:** _____
Opisina: _____ **Email Address:** _____

NB: For CSS implementation: 1. Clients are categorized as Inpatient/Petitioner, Outpatient/Petitioner, Aftercare patient/Petitioner, Internal and others.” Others” are those clients that received services from the center other than the PWUDs and their Petitioner/families, Internal Clients and those respondents who failed to indicate their client category. 2. Only valid responses are counted in the summary of results.