



Certificate No. PHP QMS 22 93 0086

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

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Department of Health
MALINAO TREATMENT AND REHABILITATION CENTER

Client Satisfaction Measurement (CSM) Report
2024

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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 center was awarded ISO 9001 Certification on October 11, 2022.

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:	66.00%
CC Visibility:	95.00%
CC Helpfulness:	96.00%
Response Rate:	24.00%
Overall Score:	99.45%

II. Scope:

This report covers the client satisfaction measurement survey on the quality of services provided by the center from January to December 2024. The survey was facilitated at the center, satellite offices of outpatient & aftercare program and offsite during drug testing for partner-clients.

External Services	Responses	Total Transactions
Admission (Inpatient)	16	71
Discharged (Inpatient, Outpatient*, Aftercare*)	169	179
Issuance of Billing Statement/OP	4	1054
Cashier Services - Collection	5	266
Cashier services - Disbursement	8	1191
Drug Testing - (Admission and others)	392	529
Admission (IOP & ACP)	192	145
Freedom of Information	4	13
Issuance of certificate of confinement/enrollment	6	35
Acceptance and Evaluation of Application	151	651
Application for Learning and Development	5	20
Dangerous Drug Evaluation	11	49
Dental Services	0	93
Handling of Inquiries	32	118
Nutrition Assessment	20	680
Others*	80	80
Not Indicated	180	180
Overall	1275**	5354

*Transactions not listed in the CC

** Six clients rated for 2 transactions in 1 CSM form

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

Eighty percent (80%) of the client-respondents ages from 20-34 years old and from 35 to 49 years old. Of the one thousand two hundred sixty-nine (1269) client respondents, forty nine percent (49%) were male, forty five percent (45%) were female and six percent (6%) did not specify their sex.

Age and Sex (n=247)	External/Overall
1. 19 or lower	1%
2. 20-34	47%
3. 35-49	33%
4. 50-64	10%
5. 65 or higher	2%
6. Did not specify	6%
1. Male	49%
2. Female	45%
3. Did not specify	6%

Of the one thousand two hundred sixty-nine (1269) client-respondents, sixty-seven percent (67%) were citizens, thirty-two percent (32%) were government institutions and less than one percent (1%) were business institution.

Customer Type (n=247)	Overall
D4. Citizen	67.22%
D4. Business	0.47%
D4. Government	32.31%
D4. Did not specify	0%

B. Count of CC and SQD results

Sixty-six percent (66%) of the client-respondents know the existence of Citizen's Charter (CC), twenty nine percent (29%) of the client-respondents were still unaware of the CC.

Meanwhile, among those that knew the CC, ninety-five percent (95%) were able to easily see MTRC's CC. Likewise, ninety-six percent (96%) 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.	659	66%
2. I know what a CC is but I did not see this office's CC.	16	2%
3. I learned of the CC only when I saw this office's CC.	42	4%
4. I do not know what a CC is and I did not see this office's CC.	288	29%
5. Not Applicable (N/A)	264	(N/A)
1. Easy to see	694	95%
2. Somewhat easy to see	15	2%
3. Difficult to see	3	0%
4. Not visible at all	17	2%
5. Not Applicable (N/A)	540	(N/A)
1. Helped very much	688	96.22%
2. Somewhat helped	25	3.50%
3. Did not help	2	0.28%
4. Not Applicable (N/A)	554	(N/A)

MTRC obtained ninety-nine-point fifty-three percent (99.53%) 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	1140	127	6	0	0	2	1275	99.53%

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Furthermore, almost 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 ninety-nine-point forty-five percent (99.45%) 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	1095	163	7	1	0	3	1269	99.37%
Reliability	1118	122	6	0	0	23	1269	99.52%
Access and Facilities	885	129	8	0	0	247	1269	99.22%
Communication	1067	132	6	0	0	64	1269	99.50%
Costs	423	53	3	0	0	790	1269	99.37%
Integrity	1141	104	6	0	0	18	1269	99.52%
Assurance	1172	85	6	0	0	6	1269	99.52%
Outcome	1141	104	6	0	0	18	1269	99.52%
Overall	8042	892	48	1	0	1169	10152	99.45%

C. Overall score per service

Looking at the scores per service, one thousand two hundred sixty-one (1261) or ninety-nine-point fifty-three percent (99.53%) of the client-respondents were either "Strongly Agree" or "Agree" on their overall satisfaction with the availed services from MTRC.

External Services	Overall Rating
Admission (Inpatient)	100%
Discharged	100%
Issuance of Billing Statement/OP	100%
Cashier Services - Collection	100%
Cashier services - Disbursement	100%
Drug Testing - (Admission and others)	99.74%
Admission (IOP & ACP)	100%
Freedom of Information	100%
Issuance of certificate of confinement/enrollment	100%
Acceptance and Evaluation of Application	99.34%
Application for Learning and Development	100%
Dangerous Drug Evaluation	100%
Dental Services	100%
Handling of Inquiries	100%
Nutrition Assessment	100%
Others	100%
Not Indicated	97.77%
Overall	99.53%

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V. **Results of the Agency Action Plan reported last FY 2023**

The center recognized the increasing compliance in utilizing the Client Satisfaction Measurement (CSM) survey because of the collaborative efforts of the Expanded Management Committee and the concerned personnel of this institution. Monitoring the compliance rate on the CSM was one of the agenda items in every quarterly Management Review.

VI. **Continuous Improvement Plan**

It is recommended that the Public Information Navigation and Complaint Officer (PINCO) and concerned employees regularly distribute and present CSM forms to the clients to solicit broader client feedback. Likewise, monthly monitoring of the response rate will be undertaken by the Client Satisfaction Survey Committee. Lastly, the committee will regularly communicate the survey results to the Expanded Management Committee and then to the General Assembly for continual service delivery improvement.



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Annex A. Survey Questionnaire/s Used

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Control Number: _____

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

Ang Client Satisfaction Measurement (CSM) ay naglalayong masabuhayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tahanan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong narang karanasan sa **kalatagan lamang na transaksyon**, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibibigay ay mananatiling kumpidenyal. Maari ring pilin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente : ☐ Mamamayan ☐ Negosyo ☐ Gobyerno (Empleyado o Ahensya)

Sub-Uri ng Kliyente (kung Mamamayan): ☐ Kliyente ☐ Petitioner

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

Uri ng transaksyon o serbisyo : _____

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan hinggil sa Citizen's Charter (CC). Ito ay isang opsyonal na dokumento na naglalaman ng mga serbisyo sa isang pamilyar na opina ng gobyerno, makikita nito ang mga kinakailangan na dokumento, kaulang bayarin, at pagbabawag etas 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. Natatamin 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 kapag 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. Madaling madaling makita ☐ 5. N/A






☐ 3. Madaling 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.

	 Subos na hindi sumasagayon	 Hindi sumasagayon	 Walang kinikilingan	 Sumasagayon	 Labis na sumasagayon	N/A Not Applicable
SQD0. Nasugyan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking gumugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opina 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 aking transaksyon mula sa opina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opina sa lahat, o "walang palakasan" sa aking transaksyon.						
SQD7. Magalang akong tinuto ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na ita ay handang tumulong sa akin.						
SQD8. Nakua ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

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

Email address (Opsyonal): _____

MARAMING SALAMATI!

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