

SUMMARY OF CLIENT'S SATISFACTION SURVEY FORM RESPONSES

Service Quality Dimensions	OSDS	ASDS	CID	SGOD	ACCOUNTING	PERSONNEL	RECORDS	ADMINISTRATIVE	LEGAL	ICT	SUPPLY	BUDGET	CASHIER	AVERAGE
Responsiveness	5.00	5.00	4.98	4.90	4.97	4.97	4.95	5.00	5.00	5.00	5.00	4.92	4.98	4.97
Reliability	5.00	5.00	4.98	4.94	4.97	4.96	4.95	4.98	5.00	4.91	5.00	4.92	4.98	4.96
Access & Facilities	5.00	5.00	4.98	4.94	4.97	4.97	4.95	5.00	5.00	4.91	5.00	4.92	4.98	4.97
Communication	5.00	5.00	4.98	4.92	4.98	4.96	4.96	5.00	5.00	4.91	5.00	4.92	5.00	4.96
Costs	5.00	5.00	4.98	4.94	4.97	4.96	4.95	5.00	5.00	4.91	5.00	4.92	5.00	4.96
Integrity	5.00	5.00	4.98	4.92	4.97	4.96	4.95	4.92	5.00	4.91	5.00	4.92	5.00	4.96
Assurance	5.00	5.00	4.98	4.94	4.98	4.96	4.95	4.92	5.00	4.91	5.00	4.92	5.00	4.96
Outcome	5.00	5.00	4.98	4.94	4.98	4.96	4.96	4.92	5.00	4.91	5.00	4.92	5.00	4.96
Average by Frontline Services	5.00	5.00	4.98	4.93	4.97	4.96	4.95	4.97	5.00	4.92	5.00	4.92	4.99	4.96



Republic of the Philippines
Department of Education
REGION V
SCHOOLS DIVISION OFFICE OF CATANDUANES

According to section 20 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Services Delivery Act of 2018, which amended and renumbered section 10 RA No. 9485 or by the Anti-Red Tape Act of 2007 to section 20, a feedback mechanism shall be established in all government agencies covered under section 3 of RA No. 11032.

Compliant with this, the SDO Catanduanes collected and interpreted the feedback of external clients started January to December 2022. The clients gave their feedback and rating per office.

Along Outcome, the result shows that the office of the SDS, ASDS Legal, Supply and Cashier has the highest rating of five (5) and all other offices have an average rating of 4.9 percent. In addition, the result in the Cost indicator, the Administrative Office, Legal, Supply, and Cashier office have a rating of five (5), and all other offices have a rating of an average of 4.9

It was revealed also that the office of SDS, ASDS Supply, Legal and Cashier units have the highest rating in terms of Integrity while all other units manifest integrity by having a rating of 4.9. Along with the assurance indicator, the top 3 offices Supply, Legal, and Cashier got the highest positive feedback. A slight difference from other indicators which have a rating of 4.9. This rating is also true for communication.

The result shows that the office of Administrative, Legal, and supply has the highest rating average in access and facilities, however, all offices got a positive or outstanding remark as far as rating feedback is concerned. Along with reliability and responsiveness; Administrative, Legal, ICT, and Supply top the most with a slight difference in all offices which also have a positive rating.

Based on the overall result, shows that all offices of SDO Catanduanes have an outstanding performance in all indicators. Likewise, these results show that the Department served with integrity and excellence. The SDO Catanduanes continue to perform based on its Mantra: ***I CARE For ISLA- which stands for Commitment, Accountability, Resiliency, Excellence for Innovative- Leading Edge Approach.***

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