



Republic of the Philippines
Department of Education
Region V - Bicol
SCHOOLS DIVISION OFFICE OF CATANDUANES

CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) (CY 2020-2021)

Service Quality Dimensions	Personnel	Records	Supply	Admin	OSDS	Accounting	Cashier	Average
Responsiveness	4.592212	4.417045	4	4.705882	4.336491	4.357143	4.666667	4.439349
Reliability	4.551402	4.396212	4	4.764706	4.35344	4.464286	4.666667	4.456673
Access & Facilities	4.56242	4.37197	4	4.647059	4.281655	4.428571	5	4.470239
Communication	4.548335	4.417045	4	4.823529	4.395314	4.5	5	4.526318
Costs	4.476636	4.281439	4	3.764706	4.597363	4.214286	4.666667	4.285871
Integrity	4.56678	4.483712	4	4.764706	4.374377	4.464286	5	4.52198
Assurance	4.566722	4.483712	4	4.705882	4.319541	4.428571	5	4.500633
Outcome	4.567647	4.483712	4	4.705882	4.41675	4.5	5	4.524856
Average by Frontline Services	4.554019	4.416856	4	4.610294	4.384366	4.419643	4.875	4.46574

It can be gleaned from the table that the frontline service of the agency has a very effective performance based on the result of the survey from the clients. Among the Service Quality Dimensions, communication and outcome have the highest average score which is 4.52 which is "extremely effective". Services of Cashier got highest average score, followed by admin and personnel section. Likewise, all other frontline services got an average score that ranges from 4.0 to 4.5 which is very effective.

