

REPORT ON CUSTOMER SATISFACTION SURVEY

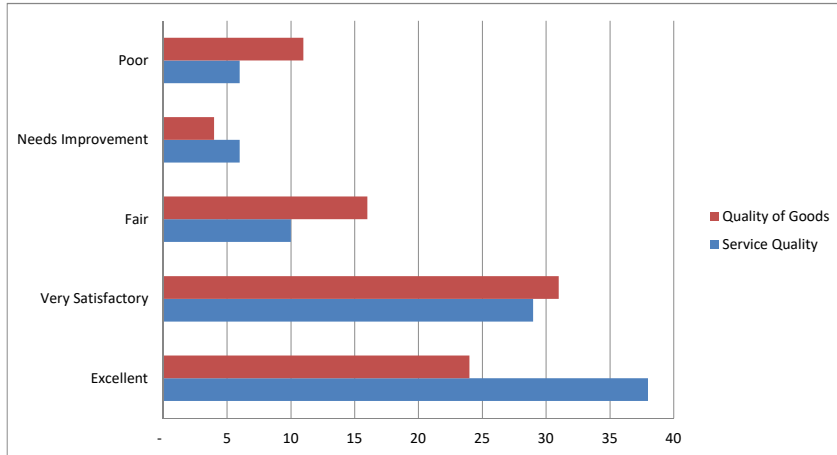
SUMMARY OF CUSTOMER SATISFACTION SURVEY

January to December 2019	Excellent	Very Satisfacto	Fair	Needs Improvement	Poor	No Answer	
Service Quality	38	29	10	6	6	-	102
Quality of Goods	24	31	16	4	11	2	175
	62	60	26	10	17	175	

Customer

Satisfaction Rating (based on market share)

%	92%	90%	88%	82%	85%
Customer / Market Share %	45	35	19	8	12



SURVEY ANALYSIS

Based on the 102 total nos. of survey respondents for year 2019 covering the two (5) areas, 92% rated Excellent. This is the 45% customer share of the answering population. Followed by Very Satisfactory @ 90%, Satisfactory @ 88%. Only 8% of customer/market share contributed a need improvement rating and 12% on poor rating.

TALLY OF RESPONDENTS (based on agency type)

NGAs	47
LGUs	10
Anonymous	18
GOCCs	8
Elementary and Secondary Schools	12
SUCs	7

Total No. Of Respondents: 102

Feedback	NGAs						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	18	21	3	1	1	0	3
Quality of Goods	11	20	8	1	4	0	3

Feedback	Anonymous						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	4	2	3	0	3	0	6
Quality of Goods	2	2	2	1	3	1	7

Feedback	Elementary and Secondary Schools						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	7	0	0	1	2	0	2
Quality of Goods	3	5	1	0	1	1	1

Feedback	LGUs						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	6	2	1	0	0	0	1
Quality of Goods	5	1	3	0	0	0	1

Feedback	GOCCs						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	2	1	0	4	0	0	1
Quality of Goods	2	2	0	2	0	0	2

Feedback	SUCs						
	Excellent	Very Satisfactory	Satisfactory	Fair	Needs Improvement	Poor	No Answer
Service Quality	1	3	3	0	0	0	0
Quality of Goods	1	1	2	0	3	0	0

PS WALK-IN FEEDBACK
January to September 2019

Respondents: 89

NGAs	44
LGUs	10
Anonymous	14
GOCCs	4
Elementary and Secondary Schools	10
SUCs	7

FEEDBACK	NGAs						LGUs					
	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer
Office Atmosphere	21	15	5	1	0	0	4	3	2	0	0	1
Products are good value for money	10	19	8	1	0	4	6	1	2	0	0	1
Office facilities and amenities	14	22	5	0	0	3	5	3	1	0	0	0
<i>Quality of Service/Helpful and knowledgeable employees</i>	17	21	2	1	0	3	5	3	1	0	0	1
<i>Quality of Goods</i>	11	18	8	4	0	3	5	1	3	0	0	1

FEEDBACK	Anonymous						GOCCs					
	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer
Office Atmosphere	3	3	1	3	0	4	2	2	0	0	0	0
Products are good value for money	3	1	2	0	3	5	1	2	0	0	0	1
Office facilities and amenities	3	3	3	1	0	4	1	2	0	0	0	0
<i>Quality of Service/Helpful and knowledgeable employees</i>	3	2	2	3	0	4	2	1	0	0	0	1
<i>Quality of Goods</i>	2	2	1	3	1	5	1	2	0	0	0	1

FEEDBACK	Elementary and Secondary Schools						SUCs					
	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer	Excellent	Very Satisfactory	Satisfactory	Needs Improvement	Poor	No Answer
Office Atmosphere	5	2	0	1	0	1	1	4	2	0	0	0
Products are good value for money	2	5	1	0	1	1	1	1	2	0	0	0
Office facilities and amenities	6	0	0	0	2	2	1	5	1	0	0	0
<i>Quality of Service/Helpful and knowledgeable employees</i>	6	0	0	2	0	2	1	3	3	0	0	0
<i>Quality of Goods</i>	2	5	0	1	1	1	1	1	2	3	0	0

Positive Comments:

- Mr. R. Nacario is very accommodating, with patience and always respond to our queries. Mabuhay po sya.
- For inspection division – all staffs are very kind, accommodating and good service.
- Security good performance.

Needs Improvement:

- "Pakibilisan ang process/serbisyo".
- Needs improvement on GFA billing statement.
- "Mainit sa waiting area."
- "Mabagal mag provide ng data sa accounting. "Feedback form walang date and signature, cannot read, provide more presentable customer form".
- "Napakabagal ng service from 10:40am - 2:30pm, almost 4 hours. Sobrang bagal. Napakadami ng employees pero wala namang kwenta".
- "Normal ba na pag pick-up ang pinili namin for items, 3-4 hours kami mag aantay? Ang rason pa madami daw tao. Obviously maraming tao pero sa sobrang tagal ng pag aantay namin, wala na kaming magawa sa office. Sana mabago nyo yang system nyo.
- "Masyadong mabagal ang ASD".
- We arrived at DBM reception at 10:00AM. Then delivery receipts were processed at 11:45AM for payment. We were called for payment at the cashier at 12:20PM. Official Receipts (one for pick up of 120 reams legal size bondpaper and another for the items to be delivered to Lung Center of the Phils.) were issued 12:30PM. We waited for the call for the pick-up of bond paper from the warehouse til 12:40PM. With this kind of transaction - very long time of waiting, nobody will be satisfied with this kind of service. I suggest you review your Citizen's Charter to shorten your processing time. Thank you.
- Almost 2 hours waiting.
- Poor parking; poor service.
- Four hours kami nag wait for our papers to be processed. Lumabas DRs after 4 hours, tsaka pa lang malaman na konti lang available. My goodness ayusin nyo yan.

Suggestions:

- Sana po until 5pm mag receive pa sila ng APR. I arrived 4:45pm pero ayaw ng tumanggap ng APR. Hirap po kasi ng availability ng vehicle sa office then na traffic po kami tapos cut off time. Kung may cut off time sana po mainform kami.
- Can you bring back ballpen in your items po?
- Please check and update your website daily. Nag check po kasi kami ng items before pumunta sa office nyo then wala din pala available. Hassle sa mga nagwi withdraw ng items especially galing sa malayo.
- Please provide seminar for further understanding of VS. Thank you. (2)
- More stock please.
- Area is far away from Quezon City. Consider having branches. Products and choices are limited. Very bureaucratic process. Take an hour for the transaction to be completed.
- Pwede po ba na pag wala ng stocks (pero meron sa LCSE) ay mapalitan na lang ng ibang items para wala ng balance at hindi na kami pabalik balik dito para lang doon. Ang mahalaga naman di ba ay ma consume namin yung amount.
- Paki update po ng quantity at unit price for LCSE. Ang ina update lang po ay yung dates. Mahirap kasi pagdating namin sa PS iba na yung presyo o kaya wala ng stocks.
- Please inform us if there are trainings to VS implementation. We attended the first training few years ago but the said program was stopped, that is why we order again manually and no reservation for our order. I am very happy if the program will be implemented. We can now order online and pay on bank near our office and especially our orders are reserved.

