

Customer Satisfaction Survey on the SEI Frontline Services (2009-2011)

I. Rationale:

The Feedback Form of SEI is designed to determine the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further its services.

A scholar who has transaction with the S&T Scholarship Division (STSD) is requested to accomplish the Feedback Form. The form is composed of: 1) question answerable through a rating scale; and 2) open-ended questions. Using the rating scale, the respondent can assess how SEI has served him/her based on the predetermined scale: 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action from SEI to improve its service.

Respondents are the on-going scholars who submit their scholarship requirements, scholar-graduates who request for temporary or final clearance from the scholarship programs, fourth year high school students (applicants for S&T Scholarship Examination) and the general public who inquire about the S&T Scholarship Programs.

Percentage is used in determining the customers' satisfaction. The results are presented in graphical form and by year.

II. Results:

A. 2011

In 2011, a total of 195 customers served as respondents.

On the question: How do you rate our service? (*Ano po and inyong masasabi sa aming nagawang paglilingkod sa inyo?*), majority of the respondents or 70.77 percent answered **Very Satisfactory**, 28.72 percent answered **Satisfactory** and the remaining 0.51 percent answered **Poor**. The figure below shows the graphical presentation of the customers' assessment:

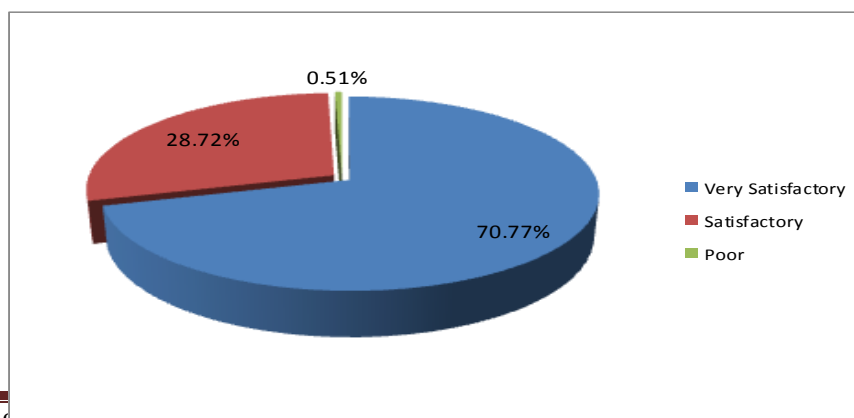


Figure 1. Customer Satisfaction Rate, January – December 2011

Comments

Herein are some of the customers' testimonials on the services rendered by SEI:

"People are very accommodating in person and even via telephone".

"Processing period is ok, no hassle with following up the clearance".

"Mabilis at maayos".

"Sending documents through fax is very convenient especially for those with busy schedule".

"Fast, efficient and very accommodating staff. One of the best gov't services I've experienced".

"I'm overwhelmed and very much appreciated. Keep up the good work. God Bless".

"Thank you for the scholarship. Sana marami pa kayong mapag-aral na kabataan. It is a great help for my family, nakatapos ako ng wala silang masyadong iniintindi".

"Mabilis naman po ang service at friendly ang mga staff".

"Once you know the process, efficient na ang procedure/steps".

"I am very satisfied with the way they process our request, very quick response and polite in dealing with me".

"Fast customer centric service, employees set right expectations and has ease of transaction unlike other government agencies I have dealt with".

"I think it would be better if you will inform the requestor about all requirements needed for the final clearance".

"Consistent ang processing, minsan lang matagal".

"Poor knowledge on immigration requirements, you should improve inter-department relationships specially with cross functions".

"Delayed release of allowance for the first few months. No guidelines for balik-aral scholars".

Recommendations

Customers indicated the following recommendations/suggestions and desired action from SEI to improve its services, to wit:

Recommendations:	SEI Existing Mechanisms in Addressing the Customers' Concerns
<i>"Maraming salamat po sa scholarship program sa nagbigay pag-asa sa tulad naming mahihirap na gusting mag-aral pero walang kakayahang pinansiyal. Maari po bang bigyan nyo rin sana ang mungkahi ko na magkaroon ng solusyon ang magkaroon ng DOST ng program in continuity sa scholarship grant para magkatrabaho ang scholar in line sa course na natapos niya".</i>	SEI assists in the job placement of scholar-graduates by sending their names to companies and by conducting job fair/job forum.
<i>"More courses available and better opportunities for graduates of the said program to land in a job".</i>	Continues effort is being done in increasing the priority courses that are responsive to industry's demand such as conduct of Round Table Discussion (RTD) and evaluation of some university's request for the inclusion of some of their courses in SEI's list of priority courses.
<i>"It will help if all instructions for clearance are found in the website, contact number, local number, fax, etc. since numbers seems to be inconsistent but it was ok overall".</i>	<p>Instructions on how to secure clearance and forms needed are posted at SEI's website www.science-scholarships.ph. Instructions are also available in the Scholar's Handbook.</p> <p>Memorandum furnished to the scholars on how to secure clearance during the orientation ad signing of Scholarship Agreement.</p>
<i>"To have a centralized system so scholars from the provinces can have their scholarship be processed in DOST regional</i>	A memorandum is issued to DOST Regional Offices authorizing them to issue temporary clearance for local employment

<i>offices near them”.</i>	and final clearance to scholars without contractual/financial obligation.
<i>“More phone lines/fax line because the numbers are always busy”.</i> <i>“I suggest you should have a focal person for answering your phones. Sometimes I got to call ten times before someone answers”.</i>	Three phone lines and 1 fax machine line are currently available. A staff is hired dedicated to answer phone calls.
<i>“Makapagbigay ng authority sa susunod na officer in charge kung sakali na on leave ang nakakataas na official signatory”.</i>	Whenever the head of office is on official business, a special order is issued designating an Officer-in-Charge who is authorized to sign documents requiring the signature of the head of agency.
<i>“Sign board na lang para alam kung saan unang pupunta ang mga visitors”.</i>	Sinages are available to guide the customers.
<i>“The clearance for BI, NBI and other agencies that need this clearance should be “linked” that we don’t need to carry the papers with us and present to the office where we need to go”.</i>	Not yet feasible at this time.

B. 2010

In 2010, a total of 104 customers served as respondents.

On the question: How do you rate our service? (*Ano po and inyong masasabi sa aming nagawang paglilingkod sa inyo?*), majority of the respondents (78) or 75.00 percent answered **Very Satisfactory**, 23.08 percent answered **Satisfactory** and the remaining 1.92 percent answered **Poor**. The figure below shows the graphical presentation of the customers' assessment:

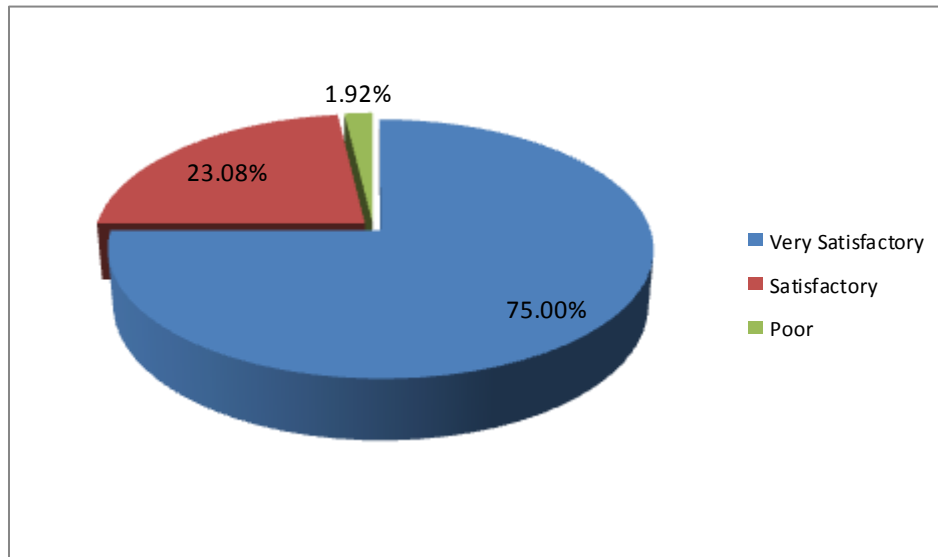


Figure 2. Customer Satisfaction Rate, January – December 2010

Comments:

Herein are some of the customers' testimonials to the services rendered by SEI, to wit:

"Mabilis ang pag-proseso ng mga papeles at mas may sistema na kumpara sa dating nakagawian."

"I have no negative comments aside from that it's hard to go here but the facility and building is better than the previous one".

"Everyone is still as polite and as helpful as I remembered when I was still in college 13 years ago".

"Magaling po at maayos kahit mahaba ang pila. At tinapos asikasuhin kahit gabi na. at least hindi na babalik".

"Maayos at mabilis, one of the best institution in the country".

"Maraming salamat po sa inyo, nakuha ko ang aking clearance ng mas maaga sa aking inaasahan. Christmas/new year".

"The office looks very disorganized".

Recommendations

The customers suggested/recommended the following for SEI to improve its service, to wit:

Recommendations:	SEI Existing Mechanisms in Addressing the Customers' Concerns
<i>"Online clearance application would be nice".</i>	Scholars requesting for clearance can submit their documents through the STSD's official email address (seischolarships@gmail.com). Requirements and necessary forms in securing clearance are posted at SEI's website.
<i>"Mas mainam siguro kung may "Queuing System" para sa lahat ng mga nag-iinquire depende sa kung anumang request ang kailangan".</i>	At present, a customer who has transaction with the agency is given a card wherein a number is assigned. He/she has to wait until his number is called. Plan to migrate from the current system to an automated one is being considered.
<i>"Signage along the way how to get here inside the office".</i>	Sinages are located starting at the main gate of the DOST and in strategic areas along the way to the agency's building.
<i>"More defined flow of processing of papers".</i>	Flow charts of activities in processing requests of customers are displayed in the entrance of the building.
<i>"An office closer to the center of the Metro perhaps, masyado malayo at matrapik".</i>	Not yet feasible at this time.
<i>"Ngiti lang ng mas madalas".</i> <i>"Serbisyong may kasamang ngiti."</i>	SEI personnel underwent a Basic Customer Service Skills Training to equip them with knowledge and skills on how to

	deal with customers of various and flexible behaviors.
<i>"Maging mabilis pa ang serbisyo".</i>	A memorandum addressed to the scholars is given re- processing time for DOST-SEI temporary and final clearance. SEI personnel are directed to act promptly on the customers' request
<i>"Bigger office".</i> <i>"Provide more seats to accommodate more visitors. Pakihinaan ang aircon ng konti".</i> <i>"Masyado malamig ang aircon, he he he".</i>	SEI is now housed in a bigger building (Science Heritage Building). The office of the S&T Scholarship Division can now accommodate bigger crowd. A spacious lounge is designated for the customers where they can relax while waiting for their numbers to be called. Temperature in the office is being adjusted from time to time whenever request from customer is received.
<i>"Wag na gumamit ng post office for sending mails, use LBC instead".</i>	For urgent mails, SEI avails the service of Libcap or the Express Mail of PhilPost while for non-urgent documents, the agency still avail the Registered Mail of PhilPost to reduce mailing cost.

C. 2009

In 2009, a total of 502 customers served as respondents.

On the question: How do you rate our service? (*Ano po and inyong masasabi sa aming nagawang paglilingkod sa inyo?*), majority of the respondents or 64.14 percent answered **Very Satisfactory**, 31.67 percent answered **Satisfactory** and the remaining 4.18 percent answered **Poor**. The figure below shows the graphical presentation of the customers' assessment:

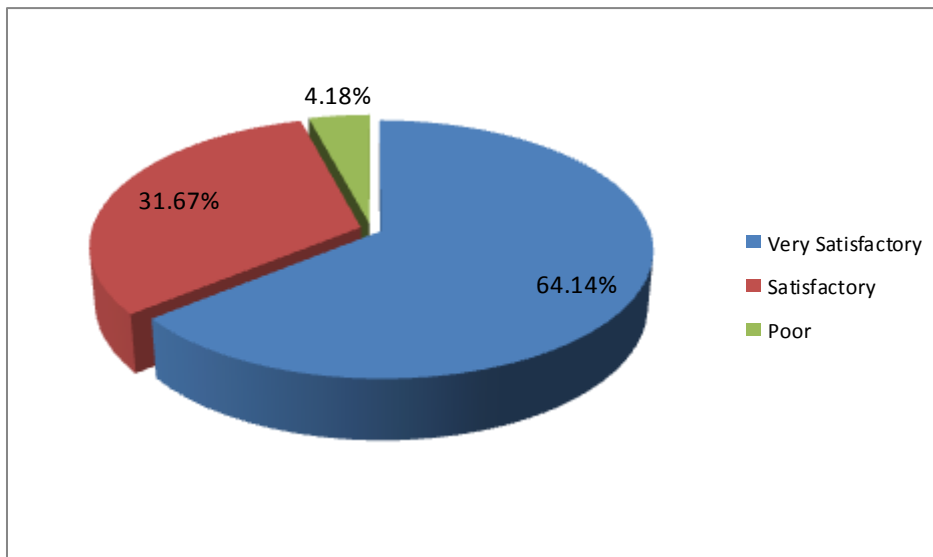


Figure 3. Customer Satisfaction Rate, January-December 2009.

Comments

The following are some of the customer's comments on the services rendered by SEI, to wit:

"Friendly ang staff, accommodating and fast yung pagkuha ng clearance".

"Everything is in order and they never kept the students waiting".

"Matulungin ang Receptionist sa entrance ng R-307. Mabilis ang processing serbisyo".

"The service is very accommodating. The needed information can be seen easily".

"The service is clear and fast".

"Kahit marami pong tao, na-assist po kami lahat".

"DOST-SEI employees accommodated us even after office hours".

"Well, your company is doing well because you are helping many Filipinos who cannot afford to study. Keep it up!

"Maayos po, organized, professionals, brilliant, friendly, killer-smile, kasama na rin ang guard".

"Hindi kami ininstruct sa dapat gawin at mabagal ang proseso pero porganisado".

Recommendations

The following are the recommendations/suggestions of the customers on how SEI could improve its service, to wit:

Recommendations:	SEI Existing Mechanisms in Addressing the Customers' Concerns
<i>"Tamang dami ng tao na makakatulong sa mga nag-aapply sa form at paggamit ng teknolohiya sa paglilingkod sa tao".</i> <i>"Add some crew and computer system. While waiting, it must have entertainment with coffee".</i>	<p>The number of personnel in the S&T Scholarship Division has been augmented to commensurate the increasing number of customers. At present, the Division is manned by 9 permanent and 14 contractual staff.</p> <p>Customized systems are used to expedite processing of customers' requests.</p> <p>While waiting customers could read articles from our available references such as newspapers, magazines, journals and annual reports.</p>
<i>"Mas mahaba pa pong araw ng pagpapasang requirements para po marami pang matulungan".</i>	<p>Applicants for scholarships are given ample time to prepare the requirements. In some circumstances, application period is extended with justifiable reasons.</p>
<i>"Sana magkaroon ng booth para sa mga</i>	<p>A receiving area is designated for scholars</p>

<p><i>scholar na mappapasa ng registration form, summary of grades and official receipts lalo na sa tuwing start and end of the semester".</i></p>	<p>who will pass their scholarship requirements, e.g., registration form, official receipts, and summary of grades.</p>
<p><i>"Ok sana yung service pero malayo... para sa mga taga Quezon City... sana po magkaroon ng application submission branch na malapit para mas convenient yung pag-aapply".</i></p>	<p>A SEI branch in Quezon City is not feasible at this time. Applicants are allowed to submit their application forms to their schools provided that all requirements are complied. The school may submit the bulk of application forms to SEI for processing of their Test Permit.</p>
<p><i>"Have more seats in the waiting area. Dapat hindi masyadong dikit-dikit and upuan kasi mainit".</i></p>	<p>SEI is now housed in a bigger building (Science Heritage Building). The office of the S&T Scholarship Division can now accommodate bigger crowd. A spacious lounge is designated for the customers where they can relax while their numbers are called. Temperature in the office is being adjusted from time to time whenever request from customer is received.</p>
<p><i>"Let everybody know the DOST scholarship from different places to help poor students that cannot afford expenses in school".</i></p> <p><i>"Maaaring mag announce sa TV upang malaman ng mga mamamayan ang improvement ng department".</i></p>	<p>For wider dissemination of availability of scholarships, the Institute requested the offices of the Senate and House of Representatives, DepEd, DILG, LBP, and DOST Regional/ Provincial Offices to reproduce and disseminate the copy of the Information Sheet, brochure and poster. The said collaterals are also available for download from the following websites: www.sei.dost.gov.ph and www.science-scholarships.ph. Availability of scholarships is also announced in some newspapers.</p>
<p><i>"Keep calm and just think of innovative ideas and not just promoting stuff that only looks good at the start. Put yourself in the situation of the people you serve for".</i></p>	<p>SEI personnel underwent a Basic Customer Service Skills Training to equip them with knowledge and skills on how to deal with customers of various and flexible behaviors.</p>