



CUSTOMER SATISFACTION SURVEY *Second Quarter 2018*

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants to the S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted in the Second Quarter of 2018 i.e, April to June 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

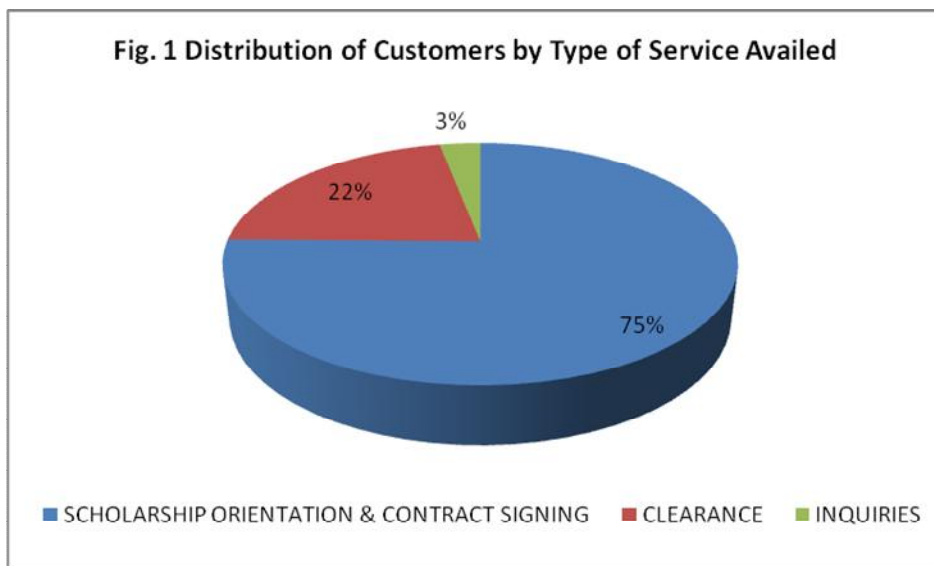
Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

Results and Discussion

Type of Service Availed

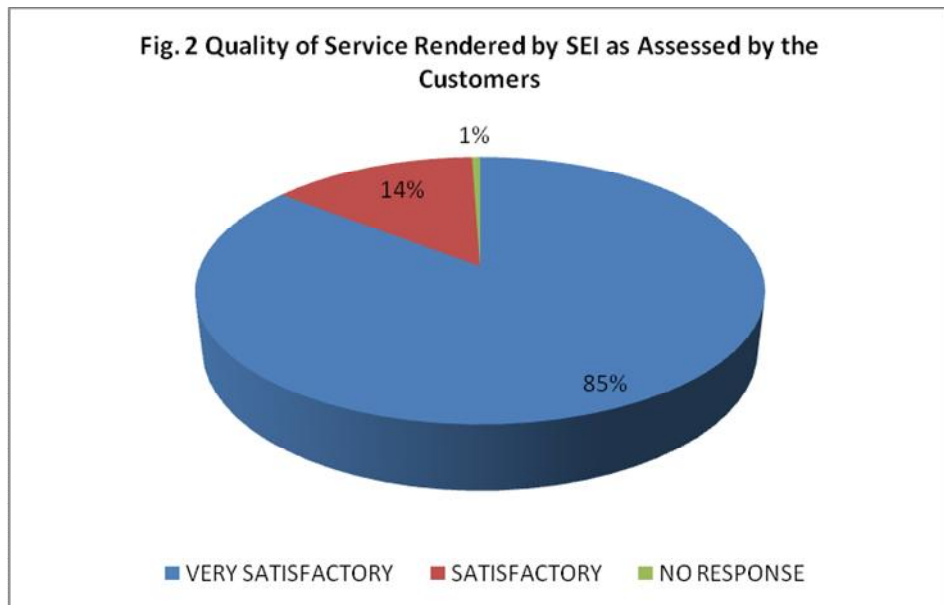
A total of 1,084 customers responded to the survey. As shown in *Fig.1*, majority (75 percent) of the respondents are those who attended the two-day orientation and contract signing of 2018 DOST-SEI S&T scholars and their parents which was held on 21-22 May 2018 at the Philippine International Convention Center. The event also included the capturing of photos and specimen signatures of scholars for their Scholar's Identification Card.

The remaining 22 percent and 3 percent of the respondents are those scholars who requested issuance of the temporary/final clearances from the scholarship program and those walk-in customers who requested information about the scholarship programs being offered by the Institute, respectively.



Quality of Service

On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (85 percent) of the respondents answered **Very Satisfactory**, 14 percent answered **Satisfactory** and only 1 percent answered **Poor**. *Fig. 2* below shows the graphical presentation of the customers' assessment:



Quality of Service Rendered SEI By Type of Service Availed by the Customer

As shown in *Fig. 3*, the quality of service across all types of services rendered by SEI were rated very satisfactory.



Comments

Herein are some of the customers’ testimonials by type of service rendered by SEI:

A. Issuance of Clearance

"I the service that I experience is superb."

"Nothing to suggest, the staffs are good and the process don't cause too much time."

"The staff is very professional and polite."

"Maayos ang facility and napaka approachable ng mga admins po ninyo."

"There is no need for me to desire a recommendation. You welcome us very warm and that's enough for me."

"The staffs are very easy to talk to and polite and nice persons."

"Happy environment"

"Kapuri-puri ang ipinamalas na serbisyo ng mga staff."

"You misspelled my name."

B. Scholarship Orientation and Contract Signing

"I like how patient the speaker in answering the audience's questions despite of the questions being repetitive. Send the contract beforehand to fasten the process. Please disseminate the schedule beforehand as the others assumed that it is only until 12."

"I commend Ms. Demoni for patiently & calmly answering all the questions. God bless her."

"Keep up the high level of service."

"I commend your well-organized flow of the program. good food were served on time. Speakers answered the queries tactfully & thoughtfully."

"Our family would like to extend our sincerest gratitude to DOST-SEI team. May our dear god continually bless you all.."

"The procedure for the whole activity for today's orientation is exemplary."

"Napaka consistent. Salute!"

"Compared to the orientation last 2014, you have organized it well this year."

“Nakakatuwa dahil hindi naantok ang mga tao habang nakikinig.”

“Food was good. Nice & cold atmosphere. Long lines lang for the ID picture taking.”

“Well prepared. Organized rin yung systema, nababagalan lang kasi maraming tao pero other than that, efficient naman. Open forum should strictly be at the end so that the discussion of the contract won't be delayed.”

“Thank you for the lunch. There should be a number for the cue line for the id picture taking. It is unfair for the students who had waited for a long time to have to form the line again.”

“The scholarship orientation was interrupted and delayed because of unrelated or same question that had been answered already. Limit the questions during the discussions and allot time for questions for later. But overall the points are discussed well.”

Recommendations, Suggestions, and Desired Actions

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

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<p>A. Issuance of Clearance</p> <p><i>“Sana may weekend services para po magpasa. hirap pa weekdays, 8-5 kasi may pasok.”</i></p> <p><i>“Online request for clearances so that the scholars will just pick-up the document.”</i></p> <p><i>“More details, info about the scholarships on line.”</i></p> <p><i>“Easy access of direction inside the DOST grounds.”</i></p>	<p>Applicants may submit their request and the requirements through e-mail. Once the clearance is available, the scholar or his/her representative should bring the original copies of the documents he/she submitted to claim the clearance.</p> <p>The structure of the website has already been modified to include wider information of scholarship programs. The new structure is now user friendly.</p> <p>Signage are located in strategic places within the DOST compound. Locator maps were also posted in every gate of the DOST.</p>

<p><i>"Reply via email would be appreciated."</i></p>	<p>A staff has been designated to acknowledge receipt of e-mails.</p>
<p>B. Scholarship Orientation and Contract Signing</p> <p><i>"Please publish in online all accreditation schools and also the courses acceptable/required."</i></p> <p><i>"More stations for photo taking. Over all, it is good and the staffs are very accommodating."</i></p> <p><i>"You could add a support staff so next time the line per submission of contract should not be that long."</i></p> <p><i>"Maayos naman at matiwasay na niraos ang okasyon ngunit matumal lamang sa pila sa ID capturing. Mas mabilis sanang pagproseso sa aplikasyon lalo na sa picture taking. Siguro dagdag lang ng tao. Ngunit bukod po doon, ang pakikitungo ng tauhan ng dost ay magagaling at kapuri-puri. Ako'y naghahangad na makatulong sa hinaharap."</i></p> <p><i>"Control the open forum because the questions asked today were repetitive. Maybe the Q&A can be done at the end of the presentation to avoid this from happening. This will be more efficient and time saving."</i></p> <p><i>"Gather all the questions written in a piece of paper, then someone can screen the redundant or similar queries, then someone will just read the screened questions."</i></p> <p><i>"The program is good, and it only needs</i></p>	<p>The lists of courses and accredited schools are included in the Notice of Award sent to the qualifiers. Posting online of the same will be considered in the future.</p> <p>Due to limited budget, there is a limited number of units of digital camera and signature pad available. In 2019, STSD is planning to purchase additional units to facilitate the capturing of photos and signatures for the scholar's ID.</p> <p>Considering the large number of scholars vis-à-vis the 26 personnel of the STSD, additional personnel complements from other Divisions of SEI were requested to assist in the evaluation of Scholarship Agreement. More personnel will be requested next year to assist the STSD.</p> <p>Considering what have happened in the first day of the orientation, the open forum during the second day was conducted at the end of presentation of all scholarship policies and procedures.</p> <p>The suggestion will be taken into consideration in the next orientation.</p> <p>The suggestion will be taken into</p>

<p><i>some few adjustment, like bigger screen for those at the back who can't see clearly see the presentation."</i></p> <p><i>"Kindly include more courses to choose from in the future and thank you for your scholarship program."</i></p> <p><i>"Official forms like reply slip, should be readily available in case, where the applicant/scholar forgot/lost his/her copy."</i></p>	<p>consideration in the next orientation, i.e. installation of additional screens particularly for those seated at the back portion of the venue.</p> <p>On the appeals of the scholars and parents during the orientation, several new S&T programs were considered under the DOST-SEI Undergraduate S&T Scholarship Program.</p> <p>All the necessary forms e.g., reply slip, deferment form, additional undertaking, etc. are readily available during the orientation.</p>
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CUSTOMER SATISFACTION SURVEY

First Quarter 2018

Rationale

The Feedback Form of the Science Education Institute (SEI) is designed to assess the customers' satisfaction on the services rendered by SEI and to ascertain their recommendations/suggestions on how the agency could improve further the delivery of its services.

Respondents of the survey are the following:

- on-going scholars who submit their scholarship requirements such as true copy of grades, registration forms, appeal letters, etc.;
- scholar-graduates who request for temporary or final clearance from the scholarship programs;
- applicants for S&T Scholarships; and
- other public who inquire about the S&T Scholarship Programs.

Methodology

The survey was conducted on the First Quarter of 2018 i.e, January to March 2018. A customer who has transaction with the Science and Technology Scholarship Division is requested to accomplish the Feedback Form. The form is composed of:

- question answerable through a rating scale; and
- open-ended question.

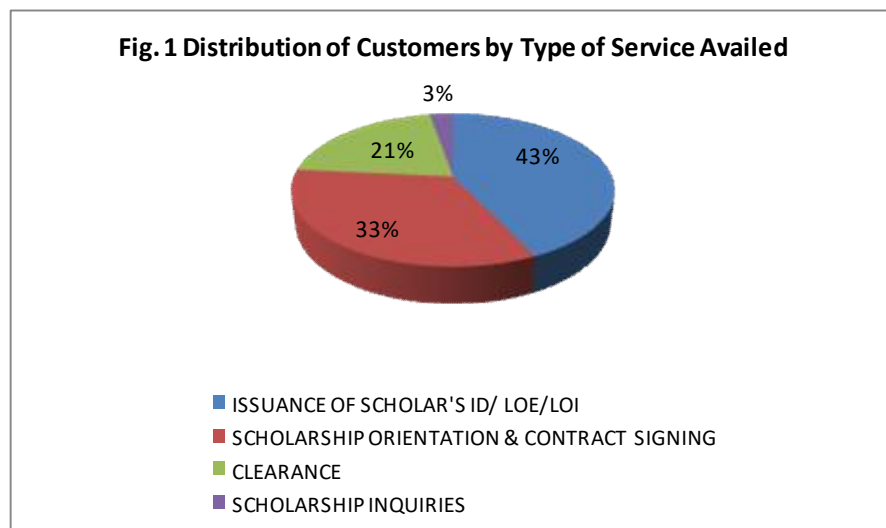
Using the rating scale, the respondent can assess how SEI has served him/her i.e., 1) Very Satisfactory; 2) Satisfactory; and 3) Poor. The next question captures the scholar's recommendation(s), suggestion(s), and desired action for SEI to improve its service.

Percentage is used in determining the customers' satisfaction and is presented in graphical form. Recommendations, suggestions and desired actions from SEI are grouped according to subject and are presented in tabular form.

Results and Discussion

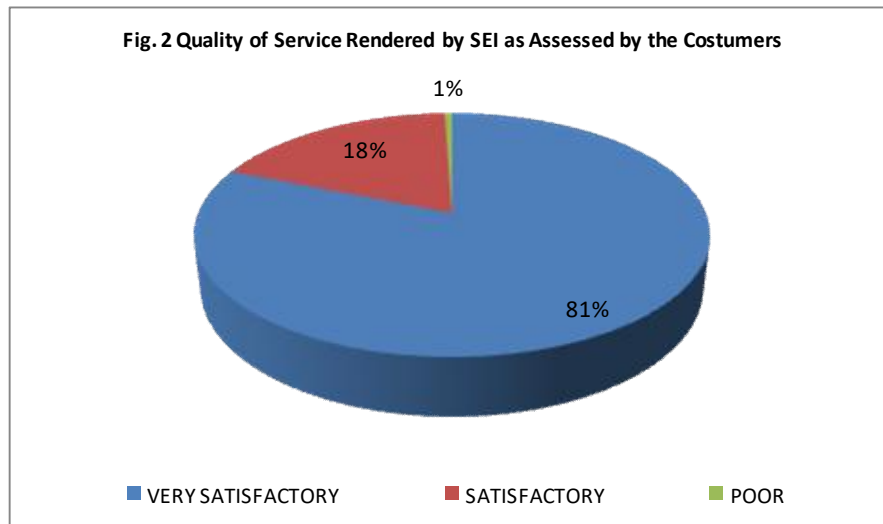
Type of Service Availed

A total of 552 customers responded to the survey. Majority (43 percent) reported at SEI for the issuance of scholar's identification card/ letter for enrolment/ and letter of introduction. Thirty four percent attended the orientation of scholars and parents and signing of the Scholarship Agreement of the 2017 Junior Level Science Scholarships held last 1 February 2018. Twenty one percent requested for issuance of temporary or final clearance and the remaining 3 percent inquired about the various scholarship programs being implemented by the Institute.



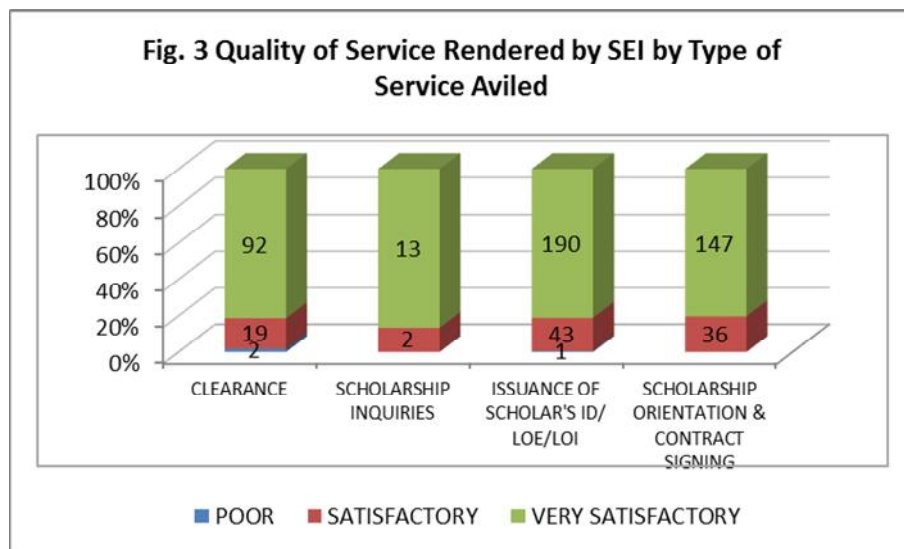
Quality of Service

On the question: How do you rate our service? (*Ano po ang inyong masasabi sa aming serbisyo sa inyo?*), majority (81 percent) of the respondents answered **Very Satisfactory**, 18 percent answered **Satisfactory** and only 1 percent answered **Poor**. The figure below shows the graphical presentation of the customers' assessment:



Quality of Service Rendered SEI By Type of Service Availed by the Customer

As shown in Fig. 3, the quality of service across all types of services rendered by SEI were rated very satisfactory.



Comments

Herein are some of the customers' testimonials by type of service rendered by SEI:

A. Issuance of Clearance

"I would like to commend the fast turn-around of documents. Good job."

"Very well organized, quick, more power. God bless."

"The service given prior to personal appearance is very good. They were able to give further instructions to make use of my personal time effectively. Thank you."

"Super bait ni sir dante & hinatid pa ako ng guard sa motor."

"They were polite & courteous."

"It took more than one year before you process my clearance application. No one replied to my email a year ago."

B. Issuance of Scholar's ID/ Letter for Enrollment/Letter of Introduction

"Fast & quick processing of scholar's ID and very straightforward process."

"It's so comfortable to comply all requirements by their assistance."

"On-time. Schedule is strictly followed. Accommodating personnel."

"It is well organized and done smoothly."

"Fast, approachable and reliable."

"Maaga po kmeng dumating para una sa pila. Nung nagpakuha na ng number si manong guard, may nauna sa akin. Walong number yung kinuha nung nasa harapan ko. Hindi man lang sila sinaway nung guard eh, kami po ang unang dumating sa kanila. Yun lang naman po. Salamat po."

"Siguro sa numbering sa pila di gaanong napapkita o nalalaman kung anong number na yung pinoprocess or kung ilan pa yung nakapila before you."

C. Scholarship Orientation and Contract Signing

"I like the jazz music playing during the contract signing. It is very relaxing."

"Very nice venue for the orientation. Very approachable DOST & DepEd staff, specially on Q&A portion regarding the taking of board exam of the scholars."

"Mabilis, maayos at may pusong serbisyo."

"All questions are very well answered & suggestions were considered."

"Highly appreciated po ang pagaasikaso at serbisyo ng mga kinauukulan sa event na ito. Maayos ang mga pagpapaliwanag para sa mga kaalaman at tulong na hatid sa mga iskolar ng bayan."

"Maayos ang paliwanag at malinaw at naiintindihan ng mga scholar at magulang."

"Masyado pong malamig, pero okay naman po ang service. Hospitable. Thank you."

Recommendations, Suggestions, and Desired Actions

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

Recommendation, Suggestion, and Desired Action	SEI Existing Mechanism in Addressing the Customers' Concern
<p><i>A. Issuance of Clearance</i></p> <p><i>"Additional manpower in processing documents. Kawawa naman po si Sir Dante. Thank you po sa lahat ng help."</i></p> <p><i>"Lessen the requirement of personal appearance. Hopefully, applications & agreements can be done online or through air mail."</i></p> <p><i>"Option for delivery of clearance/certificate."</i></p>	<p>Currently, there are two contract of service staff who are in-charge of preparing the clearance. Two permanent staff evaluate and review the prepared clearance before the authorized signatory signs the clearance. Mr. Dante Corral is the one in-charge of releasing the clearance.</p> <p>Applicants for clearance may submit their request and other requirements through e-mail to facilitate the preparation of clearance. Once the clearance is available, the scholar or his/her representative can claim the same at SEI.</p> <p>On the request of the scholars, STSD mail the clearances to the address they indicate in the application form. Similarly, clearances/ certifications requested by those from the regions are mailed to the DOST Regional Offices nearest them.</p>

<p><i>"Have an online account like Facebook to have easy access & communication. This will help us who are from far places."</i></p>	<p>STSD maintains a Facebook account wherein scholars may communicate his/her concerns. Some personnel are dedicated to answer the issues and concerns queries raised by the scholars and/or the general public.</p>
<p>B. Issuance of Scholar's ID/LOE/LOI</p> <p><i>"Provide food for scholars waiting upstairs if possible, additional equipment for further processing."</i></p> <p><i>"Scheduled na lang sana yung ID picture. we lined up for 2 hours po kasi."</i></p> <p><i>"Sana marami yung gumagawa nung ID para mapabilis lang."</i></p>	<p>Scholars are provided foods (biscuits, candies, coffee, water, etc.) while waiting for their turn to be served.</p> <p>Scholars were instructed to confirm their attendance during the scheduled time for the issuance ID.</p> <p>Due to limited budget, only one unit of printer is available to print all the ID of the scholars. In 2019, STSD is planning to purchase additional units to facilitate speedy issuance of scholar's ID.</p>
<p>B. Orientation and Contract Signing</p> <p><i>"Sana po yung guest speaker nasa harap din po ng stage like sa Q&A. Pag sumagot nililingon pa namin sya sa bandang likuran."</i></p> <p><i>"Please provide answers to questions regarding the return service of RA10612 scholars."</i></p> <p><i>"Provide motivation to become a teacher particularly to those in engineering. Stress out that teaching is noble profession. Also the reality of being a candidate to have sure job immediately and having a rate of</i></p>	<p>To ensure that the open forum is more interactive and personal, the Resource Person tries to be mobile. However, the suggestion raised will be taken into consideration during the next orientation and contract signing.</p> <p>STSD invites Resource Person from the Department of Education (DepEd) to clarify issues and concerns on the return service of scholars under the RA 10612 Scholarship Program.</p> <p>During the orientations, the features of the RA 10612 Scholarship Program were discussed thoroughly to the scholars. For those non-BSE scholars, they shall undergo training on pedagogy so they can teach</p>

<i>sg-13.”</i>	effectively. STSD also emphasizes that scholar-graduates of the said scholarship program are more privileged compared with the regular applicant for an entry position at the DepEd as the latter will have the position of Teacher I (SG-11) while the former will have the position of Special Science Teacher I (SG-13) or equivalent to the salary of a Teacher III in the DepEd.
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