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Tanggapan ng Pangulo
Office of the President

April 7, 2025

Compliance Monitoring and Evaluation Office
ANTI-RED TAPE AUTHORITY
4th & 5th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Diliman, Quezon City

Dear Sir/Madam:

Warm greetings from Catanduanes State University!

May I respectfully submit the Client Satisfaction Measurement Report of CatSU for CY 2024, in compliance with RA 11032 "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and the corresponding ARTA Memorandum Circular Nos. 2022-05 and 2023-05.

Very truly yours,

SGD

ROBERTO B. BARBA JR., Ph.D.
Officer-in-Charge



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CATANDUANES STATE UNIVERSITY

Client Satisfaction Measurement Report 2024 (1st Edition)



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I. Overview

Catanduanes State University (CatSU) is a green research university and the lone state university in the island province of Catanduanes. It is mandated to primarily provide advanced education, higher technological, professional instruction and training in trade, commerce, fishery, agriculture, arts and sciences, industrial technology, nursing, midwifery, education, engineering, public administration, information technology, and other relevant fields of study. It is also directed to undertake research and extension services and provide progressive leadership in its areas of specialization. It has two (2) campuses: the Virac (Main) and Panganiban (Satellite) campus.

The institution strives to satisfy its clientele by providing excellent service based on the standards provided by the regulating agencies such as the Commission on Higher Education (CHED), Civil Service Commission (CSC), and Anti-Red Tape Authority (ARTA). CatSU also commits itself to the ISO 9001:2015 certification to guide its quality management systems. In 2024, CatSU was awarded the Internationalization Champions of Nation Building and Sustainability (ICONS) Award by the CHED and the Saringaya Award (Academe category) by the Department of Environment and Natural Resources. The institution is also recognized by international ranking bodies such as the World University Rankings for Innovation (WURI) wherein CatSU placed 26th for Support for Global Resilience, 40th for Crisis Management, and 66th for Leadership. CatSU is also the top 1 university in Bicol and top 16 in the Philippines according to the UI Greenmetric World University rankings.

To continually ensure compliance with existing regulations and customer satisfaction, a monitoring mechanism on the performance management level of different colleges/units/offices was crafted by gathering feedback from the clients/ citizens who seek assistance and transact official business from the different units. The university formulated a survey instrument that captures clients' feedback: the Client Satisfaction Survey Form (CSSF) which was utilized until June 2023. Upon the release of MC No. 05, s. 2022 - Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, the university modified its CSSF accordingly.

The summary of results is presented as follows:

	Score
CC Awareness	93.89%
CC Visibility	83.93%
CC Helpfulness	87.77%
Response Rate	8.93%
Overall Score	98.64%



II. Scope

A. Period Covered

The Client Satisfaction results cover two (2) rating periods: January – June 2024, and July – December 2024.

B. Geographic and Office Coverage

The Client Satisfaction survey was administered to internal and external clients who availed services in the two (2) campuses: Catanduanes State University- Virac (Main) campus in Calatagan, Virac and Panganiban (Satellite) campus in Sta. Ana, Panganiban, Catanduanes.

C. List of services surveyed, responses, and total number of transacting clients

A total of 84 colleges/units/offices are included in the Client Satisfaction Measurement, wherein 62 are in the Main Campus and 22 units/offices are in Panganiban campus. However, there are only **36** offices in the Main Campus and **14** offices in the Panganiban Campus which offered services included in the CatSU Citizen's Charter (2nd edition).

The services surveyed are the following:

Main Campus

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	120	122
Processing of request for information made through the official social media accounts of the University	4	2
Issuance of Certificate of Appearance	16	17
Processing of Request for Technical Assistance	2	2
Application for Federated Alumni Association Identification Card	54	141
Processing of Claims	262	1652
Signing of Clearance for Alumni and Students requesting for credentials	1123	3188
Verification of Student Ledger Balances	27	764
Collection of Payment and Issuance of Official Receipt	213	484
Disbursement of Cash	5	63
Disbursement of Check	3	539
Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel	46	48
Processing of Issuance of Vehicle Gate Pass	3	470
Application for College Entrance Examination	186	6157
Conduct of College Entrance Examination	10	3644
Psychological Test Administration	8	1116
Provision of Career Guidance Service	1	1246



Enrolment and Registration Process for Undergraduate (Incoming and Transferee) Students	54	4544
Enrolment and Registration Process for Graduate School (Incoming and Transferee) Students	37	150
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	58	166
Issuance/Re-Issuance of Student Credentials and Certifications	83	2809
Signing of Clearance	382	1787
Signing of Clearance	14	14
Registration for Library Access	3	3
Checking-out (Borrowing) of Books for CatSU Alumni and Non-CatSU Users	3	3
Checking-in (Returning) of Books for CatSU Alumni and Non-CatSU Users	3	3
Processing of Request for Use of Facility	9	9
Issuance of Good Moral Character Certificate to Alumni	57	161
Issuance of Good Moral Character Certificate to Alumni	8	3
Issuance of Good Moral Character Certificate to Alumni	55	32
Issuance of Good Moral Character Certificate to Alumni	58	103
Issuance of Good Moral Character Certificate to Alumni	24	26
Issuance of Good Moral Character Certificate to Alumni	37	145
Issuance of Good Moral Character Certificate to Alumni	3	3
Issuance of Good Moral Character Certificate to Alumni	66	74
Issuance of Good Moral Character Certificate to Alumni	45	12
Issuance of Good Moral Character Certificate to Students	50	42
Processing of Request for Form 137 (Student's Permanent Record)	15	53
Processing of Request for Document Authentication	7	2
Enrolment Procedures	0	459
Registration and Admission Procedures for Incoming Students (Entry Level)	0	433
Processing of Request of Diploma (2nd Copy)	2	1
Consultancy/Assistance in the Conduct of Researches	94	111
Processing of Request for Technical Assistance/Advisory/Consultancy	0	21
TOTAL	3,251	30,824
Internal Services	Responses	Total Transactions
Processing of Request for Board Resolution/Excerpt/Minutes/Attachments	92	132
Processing of Request for Event Coverage	32	173
Processing of Request for Posting/Uploading to Social Media and Official Portal	25	56
Processing of Request for Layout of Digital Visual Materials	16	74
Processing of Request for Tarpaulin Layout	6	12
Processing of Request for Information Unit Materials	17	19
Processing of Request for inclusion in the "Announcement"	21	49
Processing of Request for Technical Assistance	209	485
Processing of Request for Technical Assistance	114	141
Application for Special Program for Employment of Students (SPES)	19	92
Processing of Identification Cards (IDs)	325	4586
Processing of Lost Identification Cards (IDs)	24	118
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	49	645
Issuance of Certificate/Affidavit of No Pending Administrative Case and/or Agency Clearance Form	47	106
Processing of Request for Formal Written Legal Advice and Opinion	25	63
Document Drafting and/or Review	63	137
Legal Advisory and Counseling Services to Walk-In Clients	13	13
Processing of Claims	37	2649



Signing of Clearance for University Regular Employees, Job Order and Contract of Service	229	301
Signing of Certification for Contributions and Loan Remittances	4	86
Request for Obligation	63	3452
Liquidation of Obligation Request and Status (OBRs) and Budget Utilization Request and Status (BUR)	20	4637
Collection of Payment and Issuance of Official Receipt	254	23162
Disbursement of Cash	3	2382
Disbursement of Check	1	228
Disbursement of Petty Cash	1	766
Filling-Up of Vacant Plantilla Position, Recruitment and Section, Appointment and Placement of Plantilla Personnel	154	236
Issuance of Special Order for Change of Name	2	2
Issuance of Special Order for the Grant of Overtime Service Credit (VSC/COC)	10	63
Processing of Application for Leave	0	2801
Processing of Request for Reinstatement to Duty After a Long-Term Vacation Leave (At Least 1 Year, Without Pay), Study Leave, Expanded Maternity Leave, Magna Carta for Women Leave, Rehabilitation Leave, Adoption Leave	3	3
Processing of Request for Rendition of Overtime Service	0	50
Processing of Request for Authentication	206	606
Processing of Request for a Copy of Document/s	146	152
Consultation and Treatment of Minor Ailment/Follow Up	78	2512
Dental Consultation/Dental Curative Services/Dental Follow Up	73	1136
Examination of Physical Fitness and Issuance of Medical Certificate	1919	7419
Promotion of Oral Health/Specific Protection and Counseling Certificate	35	356
Referral of Dental Care	2	2
Referral of Medical Cases	83	114
Oral Screening	30	996
Processing of Issuance of Vehicle Gate Pass	81	979
Control of Documented Information	29	212
Revision of Controlled Documented Information	7	98
Processing of Request for Documented Information	16	23
Provision of Counselling Service	20	91
Provision of Information and Orientation Service	2062	3114
Enrolment and Registration Process for Continuing Undergraduate Students	59	20776
Enrolment and Registration Process for Continuing Graduate Students	41	690
Issuance/Re-Issuance of Student Credentials and Certifications	173	7869
Application for Employment of Student Assistant	44	145
Application for Scholarship/Student Financial Assistance	254	1016
Application to Conduct Off-Campus Student	12	12
Recognition of Student Organization and Student Publications	71	71
Issuance of Library Card to Students	287	1023
Validation of Library Card	105	1023
Checking-out (Borrowing) of Books	118	22043
Checking-in (Returning) of Books	68	22043
Processing of Request for Use of Facilities (Little Theater, Discussion Room)	130	189
Processing of Request for Bookbinding Service	52	144
Issuance of Good Moral Character Certificate to Students	77	110
Processing of Shifting to Another Program	4	4
Submission of Request for Removal of Incomplete Grades	6	19
Application of Excuse Letter	55	63
Issuance of Good Moral Character Certificate to Students	127	136
Processing of Shifting to Another Program	1	3
Submission of Request for Removal of Incomplete Grades	27	59
Application of Excuse Letter	42	69



Issuance of Good Moral Character Certificate to Students	89	158
Processing of Shifting to Another Program	4	9
Submission of Request for Removal of Incomplete Grades	2	8
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	3
Application of Excuse Letter	71	73
Issuance of Good Moral Character Certificate to Students	117	211
Processing of Shifting to Another Program	12	16
Submission of Request for Removal of Incomplete Grades	0	4
Submission of Request to Add/Change/Drop/Withdraw Subjects	1	34
Application of Excuse Letter	89	347
Issuance of Good Moral Character Certificate to Students	34	158
Processing of Shifting to Another Program	1	57
Submission of Request for Removal of Incomplete Grades	2	2
Submission of Request to Add/Change/Drop/Withdraw Subjects	5	5
Application of Excuse Letter	10	129
Issuance of Good Moral Character Certificate to Students	110	166
Processing of Shifting to Another Program	5	11
Submission of Request for Removal of Incomplete Grades	10	77
Submission of Request to Add/Change/Drop/Withdraw Subjects	2	4
Issuance of Good Moral Character Certificate to Students	78	80
Processing of Shifting to Another Program	29	30
Submission of Request for Removal of Incomplete Grades	21	22
Submission of Request to Add/Change/Drop/Withdraw Subjects	15	16
Application of Excuse Letter	242	284
Issuance of Good Moral Character Certificate to Students	161	166
Processing of Shifting to Another Program	30	31
Issuance of Good Moral Character Certificate to Students	96	173
Processing of Shifting to Another Program	0	35
Submission of Request for Removal of Incomplete Grades	5	90
Submission of Request to Add/Change/Drop/Withdraw Subjects	2	23
Application of Excuse Letter	55	81
Processing of Request for Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)	45	112
Processing of Request for Form 137 (Student's Permanent Record)	25	130
Processing of Request for Document Authentication	16	16
Consultancy/Assistance in the Conduct of Researches	120	165
Application for Reservation for the Utilization of the Extension Services Training Hall	15	24
Processing of Request for Extension Services Data/Documents	1	1
Processing of Extension Programs/Projects Proposal	21	28
Conduct of CatSU Airlinks	11	29
TOTAL	9,969	146,147
OVERALL TOTAL MAIN CAMPUS	13,220	176,971

Panganiban Campus

External Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records	15	15
Conducting College Entrance Examination	57	197
Processing of Enrolment and Registration	103	397
Issuance and Re-issuance of Student Credentials and Certifications	70	150
Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose	2	2
Verification and Adjustment of Student Fees/ Account Balance	35	209
Signing of Clearance	187	209
Collection of Payment and Issuance of Official Receipt	269	813
Disbursement Check	38	40



Receipt of Delivered Supplies, Materials, and Equipment	41	42
Disposal of Unserviceable Properties	4	4
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	22	22
TOTAL	843	2,100
Internal Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records	31	91
Filing of Application for Leave Form (CS Form 6)	288	718
Provision Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)	40	42
Issuance of Certificate of Good Moral Character	44	172
Enrolment and Registration Process	48	1124
Processing of Application for Graduation	36	264
Issuance and Re-issuance of Student Credentials and Certifications	122	1619
Allocation of Funds	122	522
Preparation/Approval of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	146	465
Disbursement Process	12	615
Verification and Adjustment of Student Fees/Account Balance	9	15
Signing of Student Clearance	13	15
Collection of Payment and Issuance of Official Receipt	422	937
Disbursement of Cash	116	116
Disbursement of Check	233	1146
Processing Purchase Request	53	184
Issuance of Supplies, Materials and Equipment	122	128
Returning of Unserviceable Properties	6	14
Providing Maintenance Works	90	135
Consultation and Physical Examination	179	212
Treatment of Minor Wounds and Minor Ailment	126	319
Consultation and Treatment for Dental Care	19	19
Promotion of Oral Health, Specific Protection, and Counseling	32	34
Dental Curative Service	24	25
Providing Technical Support	137	144
Issuance of Library Card to Freshmen and Transferees	12	12
Circulation Service	13	13
Signing of Students/Faculty Clearance	41	233
Application of Excuse Letter	165	263
Application of Excuse Letter	66	66
TOTAL	2,767	9,662
OVERALL TOTAL PANGANIBAN CAMPUS	3,610	11,762

The following services had no clients in CY 2024:

Main Campus

External Services
1. Processing of Request for Board Resolution Excerpt/Minutes/ Attachments
2. Application for Visual Art Exhibit (Solo Show/Group Show)
3. Issuance of Certified Copy of Document from 201 Files
4. Processing of Request for Employment Verification
Internal Services
5. Processing of Request for Audit Reports
6. Processing of Request for Special Audit
7. Claiming of Identification Cards (IDs)
8. Application for Visual Arts Exhibit (Solo Show/Group Show)
9. Signing of Certification for PHIC Contributions and claims
10. Issuance of Certified Copy of Document from 201 Files
11. Processing of Application for Graduation



12. Submission of Request to Add/Change/Drop/Withdraw Subjects
13. Application of Excuse Letter
14. Submission of Request for Removal of Incomplete Grades
15. Request of Form 138/Report Card (2nd Copy)

Panganiban Campus

External Services
1. Disbursement Process
2. Circulation Services
3. Posting Summary of Subjects Taken and Tentative Enrolment Form of BED and BTVTED Program Enrollee
Internal Services
4. Provision Counseling to Students (Non-referred Cases/ Walk-in Counselees)
5. Retrieval and Validation of Library
6. Replacement of Lost/Damaged Library Card
7. Online Database Service Access
8. Issuance of Good Moral Character Certification to Students
9. Processing of Shifting to Another Program
10. Submission of Request of Removal of Incomplete Grades
11. Submission of Request to Add/Change/Drop/Withdraw Subject

D. Sampling

i. Applied confidence level and margin of error

The confidence level was set at 95% and the margin of error was 5%.

ii. Discussion of response rates

Campus	Responses	Total Transactions
Main Campus	13,220	176,971
Panganiban Campus	3,610	11,762
TOTAL	16,830	188,733

In aggregate, 16, 830 responses were gathered for the 188, 733 total transactions. This resulted in **8.92%** response rate for 2025, which shows significant improvement from the 2.9% last 2024.

Despite the best efforts of our frontline personnel to conduct the survey using both hard copy and digital means, several challenges were encountered. Some of these challenges include lack of manpower to follow up on the CSSF given to clients, unwillingness of clients, internet connectivity issues, and lack of resources for printing the survey. Additionally, there were clients who did not indicate the service availed which resulted in the lack of data. There were also invalid survey forms, which were not included in the number of responses. Offices also reported that some clients forgot to drop their accomplished CSSF in the designated boxes.

Nevertheless, the university will continue to strive for a higher response rate by taking proactive steps to meet the requirements set by the ARTA.



III. Methodology

A. Mode of Survey Implementation

The survey was implemented using printed survey forms and online survey using the CatSU Client Satisfaction Measurement System (CSMS) which is an in-house web application developed to digitalize the Client Satisfaction Survey. It is accessible through a desktop in the offices, QR Code, and survey link sent via email.

B. Feedback and Collection Mechanism

To institute the feedback and collection mechanism, the University adopted the CSSF from the Customer Feedback Form of CSU Citizen's Charter approved by Board Resolution No. 58 s.2012 (January – June 2023). The survey instrument was utilized in gathering clientele's feedback from FY 2015 until June 2023. With continuous improvement to capture effectively clients' transactions satisfaction on the services rendered by front liners, the form was revised based on the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring Information and Reporting Systems, Administrative Order no. 25 s.2011 Memorandum Circular no. 2021-1, June 3, 2021. In compliance with MC No. 05, s. 2022 - Guidelines on the implementation of the Harmonized Client Satisfaction Measurement, the new CSSF was implemented effective July 2023.

These CSSFs were distributed to different colleges and units/offices five (5) working days before the semester/rating period starts. The use of this was explained including how to fill out the CSSF, which eventually dropped into the designated box. These survey forms are collected within five (5) working days after the month ends. For the online survey, offices were given log in credentials for the web application and the QR Codes were posted on the transaction windows and conspicuous places in their offices. Results of the CSS were consolidated and processed using the CSMS ten (10) working days after the semester/rating period ends.

The results are generated by the system and reviewed by the assigned personnel. If in any case, the result of the survey from different colleges and units/offices obtained is below satisfactory, the Dean/ Chief of Office will be issued a Non-Conformity Corrective Action Report (NCAR). Then, corrective action will be performed including root analysis to prevent a recurrence. This will be followed up at least two (2) working days after the issuance of NCAR. The effectiveness of the corrective action will then be verified. If this was effective, then the NCAR issued was closed.

However, should comments/concerns be needing immediate attention/action at any time of the semester/rating period, the CatSU-WI-QAU-03 or the Client Satisfaction Survey Process and the CatSU-WI-QAU-02 or the Handling Customer Complaints Work Instructions shall apply, whichever is appropriate.



The survey results will be forwarded to the SUC President III for notation and signature. The ISO Chairperson will also be furnished a copy for information three (3) working days after the review. Afterwards, units will be given their Client Satisfaction rating.

C. Scoring System

The scoring system is a 5-point Likert scale where 5 is the highest and 1 is the lowest, viz;

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

D. How numerical results will be interpreted

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

The required level of client satisfaction is at least 80% based on the CSM - MC no. 05 s. 2022.

IV. Data and Interpretation

A. Client Demographic

Majority of the clients (36.27%) were from the 21-25 age group, followed by the 15-20 age group with 29.49% because the university mostly caters to students. There were also more female clients (52.99 %) than males (37.86%). Some clients



opted not to disclose their age (12.52%). All of the clients who responded in the survey were from Region V.

Clients were not segregated according to Internal or External Service due to lack of integration in the CSM tool and appropriate data analysis tools. However, it was already integrated for CY 2025.

D1. Age and D2. Sex	Overall
1. below 15	0%
2. 15-20	29.49%
3. 21-25	36.27%
4. 26-30	8.90%
5. 31-35	4.28%
6. 36-40	3.04%
7. 41-45	2.03%
8. 46-50	1.17%
9. 51-55	1.04%
10. 56-60	0.64%
11. 61-65	0.52%
12. 66+	0.10%
13. Did not specify	12.52%
1. Male	37.86%
2. Female	52.99%
3. Did not specify	9.15%

D3. Region	Overall
1. Region V	100%

Majority (55.68%) of the clients were Citizens. This includes students, alumni, and the general public. The next largest client type is Government (22.47%), which may be internal or external. Only 0.95% of clients were under the Business category.

A large percentage (20.89%) did not specify their client type, which could be due to lack of knowledge of clients, especially students, on their client type. CatSU could conduct an orientation on ARTA awareness including the proper filling out of the Client Satisfaction survey to students.

Customer Type	Percentage
D4. Citizen	55.68%
D4. Business	0.95%
D4. Government	22.47%
D4. Did not specify	20.89%
TOTAL	100%



The client demographic may not be representative of the population since there are clients who did not specify their age, sex, and client type.

B. Citizen's Charter results

Main Campus

Majority of clients (74.60%) were aware of the CC and saw it in the offices they visited. Furthermore, the CC was easy to see for 81.23% of the clients. Only 1.43% responded that the CC was not visible at all. Majority of the clients (86.77%) also responded that the CC was very helpful in their transaction. Only 1.22% responded that it did not help. In summary, the CC is visible and helpful for most of the clients served in the Main Campus.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8999	74.60%
2. I know what a CC is but I did not see this office's CC.	805	6.67%
3. I learned of the CC only when I saw this office's CC.	1048	8.69%
4. I do not know what a CC is and I did not see this office's CC.	1211	10.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8750	81.23%
2. Somewhat easy to see	1614	14.98%
3. Difficult to see	254	2.36%
4. Not visible at all	154	1.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9485	86.77%
2. Somewhat helped	1313	12.01%
3. Did not help	133	1.22%

Panganiban Campus

Majority of clients (83.06%) were aware of the CC and saw it in the offices they visited. Furthermore, the CC was easy to see for 86.63% of the clients. Majority of the clients (88.77%) also responded that the CC was very helpful in their transaction. In summary, the CC is visible and helpful for most of the clients served in the Panganiban Campus.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3417	83.06%
2. I know what a CC is but I did not see this office's CC.	179	4.35%
3. I learned of the CC only when I saw this office's CC.	428	10.40%
4. I do not know what a CC is and I did not see this office's CC.	90	2.19%



CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3427	86.63%
2. Somewhat easy to see	481	12.16%
3. Difficult to see	33	0.83%
4. Not visible at all	15	0.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3540	88.77%
2. Somewhat helped	419	10.51%
3. Did not help	29	0.73%

C. Service Quality Dimension results

Main and Panganiban Campus

Catanduanes State University obtained an outstanding overall results for the SQD0 with 98.58% rating. This means that clients are generally satisfied with the services provided by CatSU.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
SQD0	16,661	4,786	228	42	40	55	306	22,118	98.58%

Outstanding results were also obtained for SQD1-8. This indicates that clients are satisfied with the responsiveness (97.15%), reliability (98.64%), access and facilities (97.09%), communication (97.35%), integrity (97.66%), assurance (98.50%), and outcome (97.96%) relative to their transaction with the university's offices. CatSU upholds the highest standards in ensuring customer satisfaction and compliance with the Anti-Red Tape Act of 2007. However, SQD5 (costs) received a rating of 93.35% which is very satisfactory, but nonetheless could be an area for improvement for CatSU.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	15,646	5,355	425	117	73	265	237	22,118	97.15%
Reliability	16,583	5,037	228	36	33	87	114	22,118	98.64%
Access and Facilities	13,677	4,999	436	72	52	1,970	912	22,118	97.09%
Communication	15,432	5,445	455	69	44	427	246	22,118	97.35%
Costs	7,178	3,844	464	218	103	8,539	1,772	22,118	93.35%
Integrity	16,788	4,626	392	66	55	93	98	22,118	97.66%
Assurance	16,937	4,730	252	39	39	46	75	22,118	98.50%
Outcome	16,313	5,111	364	45	38	147	100	22,118	97.96%
Overall	118,554	39,147	3,016	662	437	11,574	3,554	176,944	97.46%



V. Results of the Agency Action Plan reported for FY 2024

Results of the Agency Action Plan 2024					Remarks
Objectives	Activity	Responsible Person	Timeline	Outcome	
Digitize Client Satisfaction Survey Form (CSSF) and automate analysis and report generation	Coordinate request to Information Technology Services for an online CSS system	Quality Assurance Services and Information Technology Services	January-December 2024	Utilization of online Client Satisfaction Survey Form (CSSF) with automatic report generation	Accomplished
Orient and capacitate front liners on the effective utilization of the online CSSF system	Conduct training	Quality Assurance Services	January-December 2024	Upscaling the skills of frontliners	Accomplished

VI. Continuous Agency Improvement Plan for FY 2025

Continuous Agency Improvement Plan 2025				
Objectives	Activity	Responsible Person	Timeline	Expected Outcome
Improve the monitoring of feedback and data analysis using the in-house online Client Satisfaction Measurement System	Coordinate request to Information & Communications Technology Unit (ICTU) for the modifications	Quality Assurance Unit and ICTU	January-December 2025	Utilization of efficient monitoring and data analysis tools and prompt handling of feedback



Continuous Agency Improvement Plan 2025

Objectives	Activity	Responsible Person	Timeline	Expected Outcome
Improve customer waiting area for frontline offices such as the Cash Unit and Admission and Registration Services	Fast track the budget proposal and purchase requests for chairs and improve ventilation	Cash Unit, Admission and Registration Services, Procurement Unit, Finance Division	January-December 2025	Clients are satisfied with the waiting area of the frontline offices



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ANNEXES



ANNEX A. Survey Questionnaire/s Used

Survey Questionnaire for January to June 2024

Control No: _____

Quality Assurance Services

Republic of the Philippines
CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes
HELP US SERVE YOU BETTER!

AUTHORIZED PERSONNEL ONLY
 CLIENT SATISFACTION MEASUREMENT FORM
 CSM Form No. 001-2002-3
 Expires on 31 July 2023

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)
Date: _____ **Sex:** Male Female **Age:** _____
Region of residence: _____ **Service Availed:** _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC), would you say that the CC of this office was...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

Service Quality Dimension (SQD)	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time on my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

THANK YOU!



Survey Questionnaire for July to December 2024

Control No: _____

Republic of the Philippines
CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes
HELP US SERVE YOU BETTER!

Quality Assurance Unit
AVS-02125 01057
 QUA-02125 02125 02125
 021 021 021, 021-021-021
 April to 31 July 2024

This **Client Satisfaction Measurement (CSM)** tracks the customer experience of government offices. Your feedback on your **recently concluded transaction** will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Student Business Government (Employee or another agency)
Date: _____ **Sex:** Male Female **Age:** _____ **Region of residence:** _____
Service Category: Internal (CatsU student/employee) External **Service Availed:** _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC), would you say that the CC of this office was...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.


Service Quality Dimension (SQD)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time on my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

THANK YOU!




Online Survey




CATANDUANES STATE UNIVERSITY

How was your **experience** today?




YOUR FEEDBACK HELPS US IMPROVE!
PLEASE SCAN THE CODE AND RATE OUR SERVICE!

QUALITY ASSURANCE UNIT



For accessibility issues, contact jayr.redita@catsu.edu.ph or qa@catsu.edu.ph.



Client Satisfaction Survey
 Information and Communications Technology Unit (Information Technology Services)

Jan	Feb	Mar	Apr	May	Jun
0	0	8	9	0	0
Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	0	0	0

Client Served

0

HELP US SERVE YOU BETTER!
 This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Unit/Department/College Client

JUNE 24, 2024 **08:12:35 AM**

Control No.

Client Type

Citizen Business Government (Employee/Teacher/Student)

Sex

Male Female Age

Region of Residence

Service Availed

Service Quality Dimension (SQD)

INSTRUCTIONS: For SQD 0-8, please **select** on the column that best corresponds to your answer.


Service Quality Dimension (SQD)						N/A
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
SQD0. I am satisfied with the service that I availed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1. I spent a reasonable amount of time on my transaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. I easily found information about my transaction from the office or its website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Sample filled-out Survey questionnaires

Control No: _____



Republic of the Philippines
CATANDUANES STATE UNIVERSITY
 Virac, Catanduanes

HELP US SERVE YOU BETTER!

Cashiering Services

ANS-053 (SAFE) PART B
 CLIENT SATISFACTION SURVEY QUESTIONNAIRE
 PCA Approved No. ANS-2002-1
 Expires on 31 July 2002

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)
Date: 6-3-20 **Sex:** Male Female **Age:** 24
Region of residence: ✓ **Service Availed:** _____






INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC), would you say that the CC of this office was...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

Service Quality Dimension (SQD)	 Strongly Agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly Disagree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.	✓					
SQD1. I spent a reasonable amount of time on my transaction.	✓					
SQD2. The office followed the transaction's requirements and steps based on the information provided.	✓					
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	✓					
SQD4. I easily found information about my transaction from the office or its website.	✓					
SQD5. I paid a reasonable amount of fees for my transaction.	✓					
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.	✓					
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	✓					
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	✓					

Suggestions on how we can further improve our services (optional):
Odessa, thank you for always smiling :)

THANK YOU!

000079



ANNEX B. List of Regional and Satellite Offices

Office	Responses	Total Population
Main Campus	13,220	176,971
Panganiban Campus	3,610	11,762

ANNEX C. Client Satisfaction Measurement Results Per Office

1. Main Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8999	74.60%
2. I know what a CC is but I did not see this office's CC.	805	6.67%
3. I learned of the CC only when I saw this office's CC.	1048	8.69%
4. I do not know what a CC is and I did not see this office's CC.	1211	10.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8750	81.23%
2. Somewhat easy to see	1614	14.98%
3. Difficult to see	254	2.36%
4. Not visible at all	154	1.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9485	86.77%
2. Somewhat helped	1313	12.01%
3. Did not help	133	1.22%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	11,956	4,639	412	108	62	242	222	17,641	96.61%
Reliability	12,861	4,315	224	34	31	73	103	17,641	98.35%
Access and Facilities	10,274	4,243	417	68	49	1,704	886	17,641	96.45%
Communication	11,975	4,587	439	66	41	310	223	17,641	96.81%
Costs	5,713	3,643	455	202	84	5,928	1,616	17,641	92.66%
Integrity	12,833	4,138	376	61	53	88	92	17,641	97.19%
Assurance	13,097	4,111	242	39	38	44	70	17,641	98.18%
Outcome	12,609	4,371	347	45	35	138	96	17,641	97.55%
Overall	91,318	34,047	2,912	623	393	8,527	3,308	141,128	96.96%

External Services	Responses	Total Transactions
Issuance of Certificate of Appearance	120	122
Processing of request for information made through the official social media accounts of the University	4	2
Issuance of Certificate of Appearance	16	17
Processing of Request for Technical Assistance	2	2
Application for Federated Alumni Association Identification Card	54	141
Processing of Claims	262	1652
Signing of Clearance for Alumni and Students requesting for credentials	1123	3188
Verification of Student Ledger Balances	27	764
Collection of Payment and Issuance of Official Receipt	213	484
Disbursement of Cash	5	63
Disbursement of Check	3	539



Filling Up of Vacant Plantilla Position, Recruitment, Selection, Appointment and Placement of Plantilla Personnel	46	48
Processing of Issuance of Vehicle Gate Pass	3	470
Application for College Entrance Examination	186	6157
Conduct of College Entrance Examination	10	3644
Psychological Test Administration	8	1116
Provision of Career Guidance Service	1	1246
Enrolment and Registration Process for Undergraduate (Incoming and Transferee) Students	54	4544
Enrolment and Registration Process for Graduate School (Incoming and Transferee) Students	37	150
Issuance of Certification, Authentication and Verification (CAV) for DFA Purposes	58	166
Issuance/Re-Issuance of Student Credentials and Certifications	83	2809
Signing of Clearance	382	1787
Signing of Clearance	14	14
Registration for Library Access	3	3
Checking-out (Borrowing) of Books for CatSU Alumni and Non-CatSU Users	3	3
Checking-in (Returning) of Books for CatSU Alumni and Non-CatSU Users	3	3
Processing of Request for Use of Facility	9	9
Issuance of Good Moral Character Certificate to Alumni	57	161
Issuance of Good Moral Character Certificate to Alumni	8	3
Issuance of Good Moral Character Certificate to Alumni	55	32
Issuance of Good Moral Character Certificate to Alumni	58	103
Issuance of Good Moral Character Certificate to Alumni	24	26
Issuance of Good Moral Character Certificate to Alumni	37	145
Issuance of Good Moral Character Certificate to Alumni	3	3
Issuance of Good Moral Character Certificate to Alumni	66	74
Issuance of Good Moral Character Certificate to Alumni	45	12
Issuance of Good Moral Character Certificate to Students	50	42
Processing of Request for Form 137 (Student's Permanent Record)	15	53
Processing of Request for Document Authentication	7	2
Enrolment Procedures	0	459
Registration and Admission Procedures for Incoming Students (Entry Level)	0	433
Processing of Request of Diploma (2nd Copy)	2	1
Consultancy/Assistance in the Conduct of Researches	94	111
Processing of Request for Technical Assistance/Advisory/ Consultancy	0	21
TOTAL	3,251	30,824
Internal Services	Responses	Total Transactions
Processing of Request for Board Resolution/Excerpt/Minutes/Attachments	92	132
Processing of Request for Event Coverage	32	173
Processing of Request for Posting/Uploading to Social Media and Official Portal	25	56
Processing of Request for Layout of Digital Visual Materials	16	74
Processing of Request for Tarpaulin Layout	6	12
Processing of Request for Information Unit Materials	17	19
Processing of Request for inclusion in the "Announcement"	21	49
Processing of Request for Technical Assistance	209	485
Processing of Request for Technical Assistance	114	141
Application for Special Program for Employment of Students (SPES)	19	92
Processing of Identification Cards (IDs)	325	4586
Processing of Lost Identification Cards (IDs)	24	118
Processing of Re-Issuance of Identification Cards (IDs) due to Damage or Data Change	49	645
Issuance of Certificate/Affidavit of No Pending Administrative Case and/or Agency Clearance Form	47	106
Processing of Request for Formal Written Legal Advice and Opinion	25	63
Document Drafting and/or Review	63	137



Legal Advisory and Counseling Services to Walk-In Clients	13	13
Processing of Claims	37	2649
Signing of Clearance for University Regular Employees, Job Order and Contract of Service	229	301
Signing of Certification for Contributions and Loan Remittances	4	86
Request for Obligation	63	3452
Liquidation of Obligation Request and Status (OBRs) and Budget Utilization Request and Status (BUR)	20	4637
Collection of Payment and Issuance of Official Receipt	254	23162
Disbursement of Cash	3	2382
Disbursement of Check	1	228
Disbursement of Petty Cash	1	766
Filling-Up of Vacant Plantilla Position, Recruitment and Section, Appointment and Placement of Plantilla Personnel	154	236
Issuance of Special Order for Change of Name	2	2
Issuance of Special Order for the Grant of Overtime Service Credit (VSC/COC)	10	63
Processing of Application for Leave	0	2801
Processing of Request for Reinstatement to Duty After a Long-Term Vacation Leave (At Least 1 Year, Without Pay), Study Leave, Expanded Maternity Leave, Magna Carta for Women Leave, Rehabilitation Leave, Adoption Leave	3	3
Processing of Request for Rendition of Overtime Service	0	50
Processing of Request for Authentication	206	606
Processing of Request for a Copy of Document/s	146	152
Consultation and Treatment of Minor Ailment/Follow Up	78	2512
Dental Consultation/Dental Curative Services/Dental Follow Up	73	1136
Examination of Physical Fitness and Issuance of Medical Certificate	1919	7419
Promotion of Oral Health/Specific Protection and Counseling Certificate	35	356
Referral of Dental Care	2	2
Referral of Medical Cases	83	114
Oral Screening	30	996
Processing of Issuance of Vehicle Gate Pass	81	979
Control of Documented Information	29	212
Revision of Controlled Documented Information	7	98
Processing of Request for Documented Information	16	23
Provision of Counselling Service	20	91
Provision of Information and Orientation Service	2062	3114
Enrolment and Registration Process for Continuing Undergraduate Students	59	20776
Enrolment and Registration Process for Continuing Graduate Students	41	690
Issuance/Re-Issuance of Student Credentials and Certifications	173	7869
Application for Employment of Student Assistant	44	145
Application for Scholarship/Student Financial Assistance	254	1016
Application to Conduct Off-Campus Student	12	12
Recognition of Student Organization and Student Publications	71	71
Issuance of Library Card to Students	287	1023
Validation of Library Card	105	1023
Checking-out (Borrowing) of Books	118	22043
Checking-in (Returning) of Books	68	22043
Processing of Request for Use of Facilities (Little Theater, Discussion Room)	130	189
Processing of Request for Bookbinding Service	52	144
Issuance of Good Moral Character Certificate to Students	77	110
Processing of Shifting to Another Program	4	4
Submission of Request for Removal of Incomplete Grades	6	19
Application of Excuse Letter	55	63
Issuance of Good Moral Character Certificate to Students	127	136
Processing of Shifting to Another Program	1	3
Submission of Request for Removal of Incomplete Grades	27	59
Application of Excuse Letter	42	69



Issuance of Good Moral Character Certificate to Students	89	158
Processing of Shifting to Another Program	4	9
Submission of Request for Removal of Incomplete Grades	2	8
Submission of Request to Add/Change/Drop/Withdraw Subjects	0	3
Application of Excuse Letter	71	73
Issuance of Good Moral Character Certificate to Students	117	211
Processing of Shifting to Another Program	12	16
Submission of Request for Removal of Incomplete Grades	0	4
Submission of Request to Add/Change/Drop/Withdraw Subjects	1	34
Application of Excuse Letter	89	347
Issuance of Good Moral Character Certificate to Students	34	158
Processing of Shifting to Another Program	1	57
Submission of Request for Removal of Incomplete Grades	2	2
Submission of Request to Add/Change/Drop/Withdraw Subjects	5	5
Application of Excuse Letter	10	129
Issuance of Good Moral Character Certificate to Students	110	166
Processing of Shifting to Another Program	5	11
Submission of Request for Removal of Incomplete Grades	10	77
Submission of Request to Add/Change/Drop/Withdraw Subjects	2	4
Issuance of Good Moral Character Certificate to Students	78	80
Processing of Shifting to Another Program	29	30
Submission of Request for Removal of Incomplete Grades	21	22
Submission of Request to Add/Change/Drop/Withdraw Subjects	15	16
Application of Excuse Letter	242	284
Issuance of Good Moral Character Certificate to Students	161	166
Processing of Shifting to Another Program	30	31
Issuance of Good Moral Character Certificate to Students	96	173
Processing of Shifting to Another Program	0	35
Submission of Request for Removal of Incomplete Grades	5	90
Submission of Request to Add/Change/Drop/Withdraw Subjects	2	23
Application of Excuse Letter	55	81
Processing of Request for Certifications (Enrolment, Class Ranking, Good Moral, and Medium of Instruction)	45	112
Processing of Request for Form 137 (Student's Permanent Record)	25	130
Processing of Request for Document Authentication	16	16
Consultancy/Assistance in the Conduct of Researches	120	165
Application for Reservation for the Utilization of the Extension Services Training Hall	15	24
Processing of Request for Extension Services Data/Documents	1	1
Processing of Extension Programs/Projects Proposal	21	28
Conduct of CatSU Airlinks	11	29
TOTAL	9,969	146,147
OVERALL TOTAL MAIN CAMPUS	13,220	176,971

2. Panganiban Campus

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3417	83.06%
2. I know what a CC is but I did not see this office's CC.	179	4.35%
3. I learned of the CC only when I saw this office's CC.	428	10.40%
4. I do not know what a CC is and I did not see this office's CC.	90	2.19%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3427	86.63%
2. Somewhat easy to see	481	12.16%
3. Difficult to see	33	0.83%
4. Not visible at all	15	0.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		



1. Helped very much	3540	88.77%
2. Somewhat helped	419	10.51%
3. Did not help	29	0.73%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	No Answer	Total Responses	Overall
Responsiveness	3,690	716	13	9	11	23	15	4,477	99.26%
Reliability	3,722	722	4	2	2	14	11	4,477	99.82%
Access and Facilities	3,403	756	19	4	3	266	26	4,477	99.38%
Communication	3,457	858	16	3	3	117	23	4,477	99.49%
Costs	1,465	201	9	16	19	2,611	156	4,477	97.43%
Integrity	3,955	488	16	5	2	5	6	4,477	99.48%
Assurance	3,840	619	10	0	1	2	5	4,477	99.75%
Outcome	3,704	740	17	0	3	9	4	4,477	99.55%
Overall	27,236	5,100	104	39	44	3,047	246	35,816	99.43%

External Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records	15	15
Conducting College Entrance Examination	57	197
Processing of Enrolment and Registration	103	397
Issuance and Re-issuance of Student Credentials and Certifications	70	150
Issuance of Certification, Authentication, and Verification (CAV) for DFA Purpose	2	2
Verification and Adjustment of Student Fees/ Account Balance	35	209
Signing of Clearance	187	209
Collection of Payment and Issuance of Official Receipt	269	813
Disbursement Check	38	40
Receipt of Delivered Supplies, Materials, and Equipment	41	42
Disposal of Unserviceable Properties	4	4
Posting Summary of Subjects Taken and Tentative Enrolment Form of BS Agriculture Enrollee	22	22
TOTAL	843	2,100
Internal Services	Responses	Total Transactions
Issuance of Service Record, Certificate of Employment, and other Certifications from Office Records	31	91
Filing of Application for Leave Form (CS Form 6)	288	718
Provision Counseling to Students (Referred Cases from the Faculty members, Staff, or Students)	40	42
Issuance of Certificate of Good Moral Character	44	172
Enrolment and Registration Process	48	1124
Processing of Application for Graduation	36	264
Issuance and Re-issuance of Student Credentials and Certifications	122	1619
Allocation of Funds	122	522
Preparation/Approval of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	146	465
Disbursement Process	12	615
Verification and Adjustment of Student Fees/Account Balance	9	15
Signing of Student Clearance	13	15
Collection of Payment and Issuance of Official Receipt	422	937
Disbursement of Cash	116	116
Disbursement of Check	233	1146
Processing Purchase Request	53	184
Issuance of Supplies, Materials and Equipment	122	128
Returning of Unserviceable Properties	6	14
Providing Maintenance Works	90	135



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website: www.catsu.edu.ph (0946) 818 5388

Consultation and Physical Examination	179	212
Treatment of Minor Wounds and Minor Ailment	126	319
Consultation and Treatment for Dental Care	19	19
Promotion of Oral Health, Specific Protection, and Counseling	32	34
Dental Curative Service	24	25
Providing Technical Support	137	144
Issuance of Library Card to Freshmen and Transferees	12	12
Circulation Service	13	13
Signing of Students/Faculty Clearance	41	233
Application of Excuse Letter	165	263
Application of Excuse Letter	66	66
TOTAL	2,767	9,662
OVERALL TOTAL PANGANIBAN CAMPUS	3,610	11,762