



Republic of the Philippines
DEPARTMENT OF HEALTH
*Philippine Institute of Traditional and
Alternative Health Care*



PHILIPPINE INSTITUTE OF TRADITIONAL AND ALTERNATIVE HEALTH CARE

**Client Satisfaction Measurement (CSM) Report
FY 2024
Consolidated
(1st Edition)**

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I. Overview

The **Inter-Agency Task Force (IATF)** on the Harmonization of National Government Performance Monitoring Information and Reporting Systems issued **Administrative Order (AO) No. 25, s. 2011**, which mandates the continuous improvement of government-wide service delivery. This directive emphasizes the institutionalization of service quality standards in delivering critical services, facilitating business transactions, and engaging with various sectors and citizens to ensure seamless and efficient public service.

Aligned to the PITAHC's commitment to its Quality Management System (QMS), the client or customer satisfaction survey is being conducted to measure and evaluate the degree of client's perception to which their needs and expectations have been fulfilled by the Institute.

In 2023, the PITAHC had a total of nine hundred seventeen (917) respondents served by PITAHC from January to December 2023 have submitted accomplished PITAHC CSS forms both in electronic and printed forms. The PITAHC received an overall impression from their respondents (*clients served*) an average score of 4.95 with an adjectival rating of "Very Satisfactory". Wherein, respondents noted that the PITAHC has exceeded their expectations in terms of the Responsiveness, Communication, and Integrity while availing the services offered.

The insights gathered from this survey will serve as a **valuable input for PITAHC's management and process owners** in reviewing, refining, and enhancing existing processes to further improve service quality and address client needs effectively.

The PITAHC Citizen Charter received an outstanding overall rating of **93.33%**, reflecting its strong impact on public awareness, visibility, and usefulness. Specifically, **94% of respondents** were aware of the Citizen Charter, indicating effective dissemination efforts. Additionally, **93% found it easily visible**, suggesting strategic placement and accessibility. In terms of effectiveness, **93% of respondents found it helpful** in guiding their transactions. These high scores demonstrate the Citizen Charter's role in enhancing transparency and service efficiency.

PITAHC Citizen Charter	Score
CC Awareness	94%
CC Visibility	93%
CC Helpfulness	93%
Response Rate	93.66 %
Overall	93.33%

While the results indicate **high levels of satisfaction and effectiveness**, PITAHC remains committed to further enhancing its services. Moving forward, the Institute aims to:

- **Strengthen awareness campaigns** to ensure more clients are informed about the Citizen's Charter and its benefits.
- **Improve visibility and accessibility** of key service information across multiple platforms.

- **Continuously refine service processes** based on feedback to maximize efficiency, engagement, and client satisfaction.

PITAHC's dedication to **client-centered service excellence** remains steadfast, ensuring that its programs and initiatives align with national service quality standards while continuously evolving to meet the needs of the Filipino people.

II. Scope

a. Period covered:

The CSM for this report covers the January to December 2024 period during which the survey was conducted with clients of PITAHC and its HPPs.

b. Geographic and Office coverage:

- PITAHC Central Office
- Cagayan Valley Herbal Processing Plant
- Tacloban Herbal Processing Plant
- Davao Herbal Processing Plant

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

Services	Number of Respondents	Percent
Complaints/recommendations/inquiries/suggestions	7	1%
Funding of T&CM Research/es	1	0%
Information Regarding T&CM Research/es	6	1%
Initial Application for Certification	83	9%
Renewal of Application for Certification	75	8%
Initial Application for Accreditation	3	0%
Renewal of Application for Accreditation	3	0%
Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture	14	1%
Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture (PITAHC)	8	1%
Request for Seminar Orientation on the use of medicinal plants; orientation on T&CM Practices; Tuina Massage, Basic & Advance Acupuncture	5	1%
Sales and Marketing of PITAHC Published Books and herbal products	108	11%
Accounting, Auditing, and other concerns	3	0%
Request for ICT technical assistance	18	2%

Hiring of New Employee	29	3%
Procurement of Infrastructures	22	2%
Procurement of Consulting Services	12	1%
Payment for Research Project	1	0%
Payment for Honorarium	1	0%
Pharmacy Internship	67	7%
Technical Assistance	3	0%
Payment for Service Provider	5	1%
Sales and Marketing of PITAHC Products (Walk-in)	203	21%
Others	141	15%
Community-based Orientation (medicinal plants using the book)	2	0%
HR related matters	18	2%
Total	947	100%

d. Sampling

Sampling was not done due to the small number of respondents as recommended under the IATF AO No. 25 guidelines on sampling. After which, the data collected were subject to descriptive analysis and interpretation using the adopted Service Quality Dimension and the Five (5)-point Likert Scale adjectival scale.

III. Methodology

The targeted information was gathered through the administration of the questionnaire designed patterned on the sequence of the presented objectives. The questionnaire includes service quality dimensions or criteria to capture the total client experience, expectations and satisfaction in reference to the IATF AO No. 25 Annex 4, as follows:

SQD No	PITAHC Adopted Service Quality Dimension	Description
SQD 1	Responsiveness	Willingness to help, assist and provide prompt service to citizens/clients
SQD 2	Reliability (Quality)	Provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
SQD 3	Access & Facilities	Convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.

SQD 4	Communication	Act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
SQD 5	Cost	Satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
SQD 6	Integrity	Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
SQD 7	Assurance	Capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
SQD 8	Outcome	Extent of achieving outcomes or realizing the intended benefits of government services
SQD 0	Overall	I am satisfied with the service that I availed.

For each SQD, PITAHC uses the Five (5)-point Likert Scale to measure the perception of PITAHC's clients on the services provided.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

In 2024, PITAHC developed an internal database for Client Satisfaction Measurement (CSM) FY 2024 to enhance consolidation, data management, and analysis. Both electronic and printed copies of the approved CSM Forms were utilized in this survey. All process owners were provided with sample templates of the CSM forms and a web link for the electronic version to facilitate data collection.

The population considered in this survey comprised all accomplished forms, both electronic and printed, from January to December 2024. To ensure comprehensive consolidation and validation, all printed forms were manually encoded into the designated Google Form link. To further enhance reliability and consistency in data processing and report generation, PITAHC developed a dedicated software database for CSM.

Sampling was not conducted due to the small number of respondents, following the recommendations under the IATF AO No. 25 guidelines on sampling. The collected data underwent descriptive analysis and interpretation based on the adopted Service Quality Dimension and the Five (5)-point Likert Scale adjectival scale.

For the ratings, PITAHC computed the client's score as follow:

$$\text{Score per SQD} = \frac{\text{Number of Very Satisfied answer} + \text{Number of Satisfied answer}}{\text{Total number of respondents} - \text{Number of N/A answer}}$$

The score was then interpreted using the following scoring system:

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

IV. Data and Interpretation

a. Client Demographic

This section discusses the demographic profile of both internal and external clients. The categories below this section consist of:

1. Sex
2. Client Group
3. Client Type

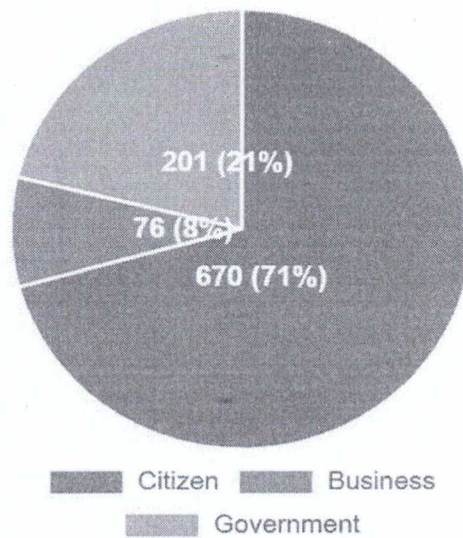
A total of nine hundred forty-seven (947) respondents served by PITAHC from January to December 2024 have submitted accomplished PITAHC CSMR forms.

Sex	Number of Respondents	Percent
<i>Male</i>	320	34%
<i>Female</i>	627	66%
Total	947	100%

Based on the data collected, this year there were more female (66%) respondents than male (34%) clients served by PITAHC with 627 respondents out of the 947 total survey population.

Client Group	Number of Respondents	Percent
<i>Citizen</i>	670	71%
<i>Business</i>	76	8%
<i>Government</i>	201	21%
Total	947	100%

Number of Respondents: by Client Group



The majority of respondents (71%) are citizens, indicating that public perception is the dominant perspective in the dataset. Business respondents make up a small portion (8%), suggesting limited engagement from the private sector. Meanwhile, government representatives account for 21%, reflecting a notable but secondary presence. The total number of respondents is 947, ensuring a diverse range of perspectives.

Type of Client	Number of Respondents	Percent
Researcher	21	2%
Practitioner	218	23%
Student	240	25%
Buyer	318	34%
Service Provider / Supplier	19	2%
PITAHC Employee	99	10%
Others	32	3%
Total	947	100%

For the profession or identification of the respondents, the approved CSS forms have pre-listed the possible clients that PITAHC will be serving. Among the nine hundred forty-seven (947) respondents, 318 of them (34%) were Buyers. It was followed by "Students" with 240 clients. The third most number of respondents were classified themselves as Practitioners with a total of 218 clients or 23% of the population.

Region	Number of Respondents	Percent
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(Not Provided)	223	24%
Ilocos	1	0%
Cagayan Valley	98	10%
Central Luzon	38	4%
CaLaBaRZon	48	5%
Bicol	3	0%
Western Visayas	13	1%
Central Visayas	27	3%
Eastern Visayas	95	10%
Zamboanga Peninsula	22	2%
Northern Mindanao	20	2%
Davao	112	12%
National Capital Region	236	25%
Cordillera Administrative Region	3	0%
Caraga	5	1%
MiMaRoPa	3	0%
Total	947	100%

The majority of respondents are from the National Capital Region (25%), followed closely by those who did not provide their region (24%). Davao (12%) and Eastern Visayas (10%) also have significant representation, indicating strong engagement from these areas. Other regions, such as Cagayan Valley (10%) and Central Luzon (4%), contribute moderately, while some regions, like Ilocos, Bicol, and Cordillera Administrative Region (0-1%), have minimal participation. This suggests that PITAHC's reach and engagement vary across regions, with room for improvement in underrepresented areas.

b. Citizen's Charter Results

There are three Citizen's Charter-related questions included in the survey (as seen below) to assess:

1. the presence/absence of the Citizen's Charter within the office premises;
2. the visibility and ease of access of the Citizen's Charter; and
3. the effectiveness of the Charter in following the steps and requirements of all transactions.

Awareness	Number of Respondents	Percent
CC 1. Which of the following describes your awareness of the CC?		
<i>I know what a CC is and I saw this office's CC</i>	741	78%
<i>I know what a CC is but I did NOT see this office's CC</i>	33	3%
<i>I learned of the CC only when I saw this office's CC</i>	123	13%
<i>I do not know what a CC is and I did not see one in this office</i>	50	5%
Total	947	100%
Visibility	Number of Respondents	Percent
CC2. If aware of CC, would you say that the CC of this office was...?		
(Not Applicable)	31	3%
<i>Easy to see</i>	767	81%
<i>Somewhat easy to see</i>	110	12%
<i>Difficult to see</i>	7	1%
<i>Not visible at all</i>	1	0%
<i>Not applicable</i>	31	3%
Total	947	100%
Helpfulness	Number of Respondents	Percent
CC3. If aware of CC, how much did the CC help you in your transaction?		
(Not Applicable)	31	3%
<i>Helped very much</i>	804	85%
<i>Somewhat helped</i>	76	8%
<i>Did not help</i>	7	1%
<i>Not applicable</i>	29	3%
Total	947	100%

The survey results indicate a strong level of awareness and accessibility of the Citizen's Charter (CC) within the office premises. A significant 78% of respondents reported that they are familiar with the concept of a Citizen's Charter and have seen it in the office, demonstrating effective dissemination. Additionally, 13% of respondents only became aware of the CC upon seeing it, while 3% were aware of what a CC is but did not see one in the office. However, 5% of

respondents neither knew what a CC was nor saw it, highlighting a small but notable gap in awareness that may require further engagement efforts.

In terms of visibility, the majority of respondents (81%) found the CC easy to see, suggesting that its placement within the office is generally effective. Another 12% found it somewhat easy to see, while a very small percentage (1%) had difficulty locating it. Only one respondent found it completely invisible, indicating that accessibility concerns are minimal but could still be improved in certain areas.

Regarding the usefulness of the CC in assisting with transactions, an overwhelming 85% of respondents reported that the CC was very helpful, reinforcing its effectiveness as a guide for completing requirements and processes. An additional 8% found it somewhat helpful, while only 1% did not find it useful at all. These results suggest that while the CC is widely regarded as beneficial, there is still an opportunity to enhance its clarity and comprehensiveness to better serve all users.

Overall, the findings indicate that the Citizen's Charter is well-integrated into the office environment, with high levels of awareness, visibility, and usefulness. However, minor gaps in awareness and accessibility highlight areas for potential improvement, such as more proactive information dissemination and enhanced placement strategies to ensure that all visitors can easily locate and utilize the CC.

c. Service Quality Dimension results

ARTA has specified eight service quality dimensions (SQD) to be rated by clients:

0. SQD0 – Overall Satisfaction
1. SQD1 – Responsiveness
2. SQD2 – Reliability
3. SQD3 – Access and Facilities
4. SQD4 – Communications
5. SQD5 – Costs
6. SQD6 – Integrity
7. SQD7 – Assurance
8. SQD8 – Outcome

Each SQD rating was computed using the formula provided by ARTA (eq.1), with the 95.6% overall satisfaction rating derived, the computation of which is presented below:

$$\text{SQD rating (95.60\%)} = \frac{2,344 + 879}{3,418 - 49} \times 100$$

Overall Satisfaction Rating

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total Responses	Overall
Overall	854	89	2	0	2	0	947	99.58%

The survey results indicate a high level of overall satisfaction with PITAHC's services, achieving an impressive **99.58%** or **Outstanding rating**. The majority of respondents (854) reported being "**Very Satisfied**" while an additional 89 respondents expressed being "Satisfied." Only a minimal number of respondents were neutral (2) or dissatisfied (2), with no reports of extreme dissatisfaction.

These findings highlight PITAHC's strong performance in delivering quality services and maintaining client trust and confidence. The overwhelmingly positive feedback suggests that the agency is effectively meeting the needs and expectations of its stakeholders. Moving forward, PITAHC can continue to uphold these high service standards while seeking opportunities for further improvements to maintain exceptional customer satisfaction.

Tally of Results per Service Quality Dimension

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total Responses	Overall
<i>Responsiveness</i>	818	119	7	2	1	0	947	98.94%
<i>Reliability</i>	802	137	4	2	2	0	947	99.16%
<i>Access and Facility</i>	829	109	6	2	1	0	947	99.05%
<i>Communication</i>	823	116	7	0	1	0	947	99.16%
<i>Cost</i>	641	116	13	2	0	175	947	98.06%
<i>Integrity</i>	851	93	1	0	2	0	947	99.68%
<i>Assurance</i>	867	76	3	0	1	0	947	99.58%
<i>Outcome</i>	843	99	4	0	1	0	947	99.47%
<i>Overall</i>	6474	865	45	8	9	175	7576	99.16%

The survey results reflect a high level of satisfaction among respondents regarding PITAHC's services, with an **overall satisfaction rating of 99.16%**. Across various service criteria, the agency has demonstrated strong performance, reinforcing public trust and confidence.

Responsiveness received a **98.94% satisfaction rating**, indicating that the majority of respondents found PITAHC's services to be prompt and efficient. Similarly, **reliability** was rated at **99.16%**, reflecting trust in the agency's consistency in delivering services.

In terms of **access and facility**, **99.05%** of respondents were satisfied, highlighting the agency's efforts in maintaining a well-organized and accessible environment. **Communication** also received a **99.16% satisfaction rating**, with no reports of dissatisfaction, emphasizing PITAHC's ability to provide clear and effective information to its clients.

The **cost** of services had the lowest satisfaction rating at **98.06%**, though it remains significantly high. Notably, **175 respondents** marked this criterion as “Not Applicable,” suggesting that cost may not have been a primary concern for all users.

PITAHC’s **integrity** received the highest satisfaction rating at **99.68%**, demonstrating strong public confidence in the agency’s ethical standards and transparency. Similarly, **assurance** was rated at **99.58%**, indicating that respondents feel secure in the competence and professionalism of PITAHC personnel. The **outcome** of transactions was also positively received, with a **99.47% satisfaction rating**, confirming that the services provided effectively met the needs of the respondents.

Overall, PITAHC’s service performance remains **exceptionally high at 99.16%**, with the majority of respondents expressing “**Outstanding**” responses. These results reinforce PITAHC’s commitment to delivering quality service, though opportunities for improvement may still exist in areas such as cost accessibility. Moving forward, the agency can focus on sustaining these high service standards while enhancing affordability and accessibility to further improve client satisfaction.

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

With the result from the 2023 PITAHC Client Satisfaction Measurement Survey (CSMS), the recommendations were presented during the PITAHC Management Review. Herein the updates on PITAHC Action Plan for FY 2024:

Item No.	CSS FY 2023 Recommendations	PITAHC Actions Taken
1	The results per division per service quality dimension may be used as reference to assess what key competencies to provide to PITAHC staff for improvement.	CSS results and recommendation were discussed during the PITAHC Management Review
2	PITAHC may include the SQD on “Cost” for its products being offered to its clients.	PITAHC conducted a pricing review to ensure transparency and affordability of its products. Cost-related feedback is now systematically analyzed to enhance pricing strategies for herbal products and services.
3	For Access and Facilities of Central Office and HPPs	PITAHC expanded client comfort initiatives by adding additional seating, upgraded ventilation, and improved sanitation facilities in high-traffic areas at both the Central Office and HPPs. In the Central Office, one of the comfort rooms was assigned as ALL GENDER COMFORT ROOM.
		New signage was installed at key entry points, including clear directional guides to service areas . Waiting areas were improved with better seating arrangements and client information boards.

4	Staff should be keen or aggressive in encouraging clients (both internal and external) to accomplish the approved PITAHC CSS forms. For telephone, electronic mail or social media queries or service given, all staff should rigorously ask their clients to accomplish the electronic forms by sending the Google Form Link. It is also recommended to have a dedicated computer in the lobby area of the Office, so that clients may have options.	ITAHC enhanced its digital engagement strategy by streamlining CSS submission through QR codes, automated email follow-ups, and a dedicated feedback kiosk and designated a staff for the PACD in the Central Office lobby. This has resulted in increased client participation and more real-time feedback collection..
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One of the key actions taken was staff competency development. PITAHC integrated CSS feedback into its internal training programs, focusing on service quality, communication, and responsiveness. This ensures that personnel across all divisions are equipped to meet and exceed client expectations.

In response to feedback regarding cost transparency, PITAHC conducted a pricing review to ensure affordability and clarity in its product offerings. The organization also refined its client feedback mechanisms to capture insights on pricing concerns, which will guide future product strategies.

Facility improvements were also a priority, particularly in enhancing client comfort and accessibility at the PITAHC Central Office and Herbal Processing Plants (HPPs). Additional seating, improved ventilation, upgraded sanitation facilities, and client amenities such as free water and coffee were provided in waiting areas to improve the overall client experience. To further support accessibility, PITAHC implemented clear and strategically placed signage across its premises, guiding clients efficiently to service areas.

Recognizing the importance of client feedback in refining services, PITAHC strengthened its Client Satisfaction Measurement (CSM) initiatives by enhancing digital engagement. A QR code system, automated email follow-ups, and a dedicated feedback kiosk were introduced to encourage more clients to participate in CSS evaluations. These enhancements led to a higher response rate and more comprehensive insights into client experiences.

Through these actions, PITAHC has reaffirmed its commitment to excellence, transparency, and client-centered service delivery. Moving forward, the Institute will continue to leverage CSS results as a foundation for strategic improvements, ensuring that its services remain responsive, accessible, and aligned with public needs.

VI. Continuous Agency Improvement Plan for the following year

To sustain and enhance service excellence, PITAHC has developed a **Continuous Agency Improvement Plan** for FY 2025. This plan builds on the insights gained from the **Client Satisfaction Measurement (CSM) FY 2024** and aims to further refine PITAHC's processes, facilities, and engagement strategies.

Key Focus Areas and Action Plans

Focus Area	Planned Actions for FY 2025	Expected Outcomes
1. Service Quality & Staff Competency Development	<ul style="list-style-type: none">- Implement advanced customer service training for frontline staff.- Conduct periodic performance assessments based on CSM results.- Strengthen knowledge-sharing sessions to enhance expertise in Traditional and Complementary Medicine (TCM).	<ul style="list-style-type: none">- Increased client satisfaction with improved responsiveness and professionalism.- Enhanced technical knowledge among PITAHC staff.
2. Facility and Accessibility Enhancements	<ul style="list-style-type: none">- Upgrade waiting areas with improved seating, ventilation, and client information screens.- Install additional signage for better wayfinding.- Assess feasibility of expanding space for high-traffic service areas.	<ul style="list-style-type: none">- More comfortable and accessible service areas.- Reduced client waiting time and improved navigation within PITAHC facilities.
3. Client Feedback & Digital Transformation	<ul style="list-style-type: none">- Expand CSM participation through enhanced digital platforms (e.g., online surveys, SMS follow-ups).- Integrate CSM feedback mechanisms into PITAHC's website.- Introduce real-time feedback terminals in service areas.	<ul style="list-style-type: none">- Increased response rates and more accurate service evaluations.- Faster feedback collection for immediate service improvements.
4. Cost Efficiency & Product Pricing Transparency	<ul style="list-style-type: none">- Conduct an annual product pricing review to ensure affordability and accessibility.- Improve communication strategies to clearly explain product pricing structures.- Develop targeted discounts or promos for priority clients.	<ul style="list-style-type: none">- Enhanced affordability and transparency of PITAHC's products and services.- Strengthened client trust in PITAHC's pricing policies.

5. Strengthening Client Engagement & Awareness	<ul style="list-style-type: none"> - Conduct awareness campaigns about PITAHC's services, including the Citizen's Charter. - Implement educational initiatives on Traditional and Complementary Medicine. - Expand community outreach programs and partnerships with LGUs, healthcare institutions, and stakeholders. 	<ul style="list-style-type: none"> - Increased public awareness and engagement in PITAHC programs. - Higher utilization of PITAHC services among clients and partner organizations.
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Implementation & Monitoring

PITAHC will establish a **Monitoring and Evaluation (M&E) team** to oversee the execution of this plan. Regular assessments will be conducted to measure progress, and adjustments will be made as necessary to ensure continuous improvement.

By focusing on **service quality, accessibility, digital engagement, cost efficiency, and client awareness**, PITAHC is committed to **enhancing its role as the leading institution for Traditional and Complementary Medicine in the Philippines**.

VII. Index

See attached Annexes:

- Annex A** - PITAHC CSM Survey Form
- Annex B** - List of Herbal Processing Plants (HPPs)
- Annex C** - Client Satisfaction Measurement Results per HPPs

Prepared by:


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Approved by:


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 Director General/
 Chair
 Anti-Red Tape Committee

ANNEX A

Clear images of CSM survey used

Printed and Online CSM Form and PITAHC CSM Database

CLIENT SATISFACTION MEASUREMENT
Help Us Serve You Better!

The 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.

Date: _____ Sex: ☐ Male ☐ Female

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

I am a: ☐ Student ☐ Researcher ☐ Practitioner ☐ Buyer
Others (please specify): _____

Name (optional): _____
Contact number (Email optional): _____
Region of residence: _____

Transacting Office:

- ☐ Research and Development Division
- ☐ Standards and Accreditation Division
- ☐ Social Advocacy and Training Division
- ☐ Administrative Division
- ☐ Finance Division
- ☐ Management Services Division
- ☐ Eids and Awards Committee
- ☐ Office of the Director-General
- ☐ Cagayan Valley Herbal Processing Plant
- ☐ Tacloban Herbal Processing Plant
- ☐ Davao Herbal Processing Plant

External Service: _____ Internal Service: _____ (for PITAHC employees)

Please specify service availed: _____

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

CC 1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what's CC is 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 CC1), would you say that the CC of this office was:

- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

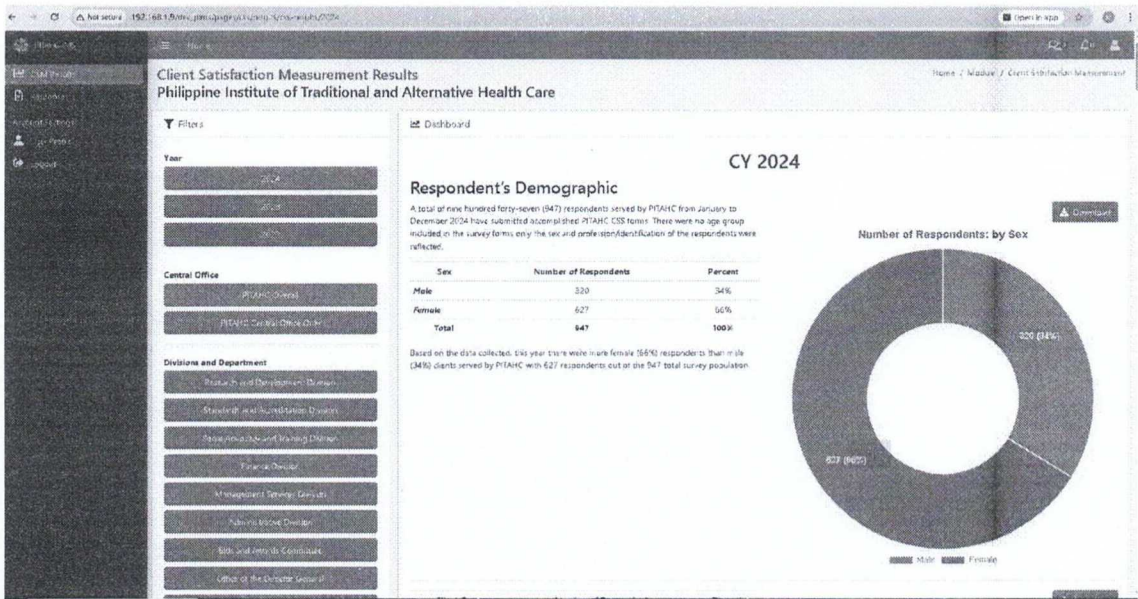
- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

Please check (✓) the appropriate box to indicate your degree of satisfaction after receiving PITAHC services:

Is it the highest, is it the lowest rating:

PITAHC Building, Molupang Street, East Avenue Medical Center Compound, Barangay Central, Quezon City, Philippines
 Tel./Fax: (632) 8761-1067 / 8761-1068 / 8761-1069 / 8761-1070 / 8761-1071 / 8761-1072 / 8761-1073 / 8761-1074 / 8761-1075 / 8761-1076 / 8761-1077 / 8761-1078 / 8761-1079 / 8761-1080 / 8761-1081 / 8761-1082 / 8761-1083 / 8761-1084 / 8761-1085 / 8761-1086 / 8761-1087 / 8761-1088 / 8761-1089 / 8761-1090 / 8761-1091 / 8761-1092 / 8761-1093 / 8761-1094 / 8761-1095 / 8761-1096 / 8761-1097 / 8761-1098 / 8761-1099 / 8761-1100 / 8761-1101 / 8761-1102 / 8761-1103 / 8761-1104 / 8761-1105 / 8761-1106 / 8761-1107 / 8761-1108 / 8761-1109 / 8761-1110 / 8761-1111 / 8761-1112 / 8761-1113 / 8761-1114 / 8761-1115 / 8761-1116 / 8761-1117 / 8761-1118 / 8761-1119 / 8761-1120 / 8761-1121 / 8761-1122 / 8761-1123 / 8761-1124 / 8761-1125 / 8761-1126 / 8761-1127 / 8761-1128 / 8761-1129 / 8761-1130 / 8761-1131 / 8761-1132 / 8761-1133 / 8761-1134 / 8761-1135 / 8761-1136 / 8761-1137 / 8761-1138 / 8761-1139 / 8761-1140 / 8761-1141 / 8761-1142 / 8761-1143 / 8761-1144 / 8761-1145 / 8761-1146 / 8761-1147 / 8761-1148 / 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8761-1232 / 8761-1233 / 8761-1234 / 8761-1235 / 8761-1236 / 8761-1237 / 8761-1238 / 8761-1239 / 8761-1240 / 8761-1241 / 8761-1242 / 8761-1243 / 8761-1244 / 8761-1245 / 8761-1246 / 8761-1247 / 8761-1248 / 8761-1249 / 8761-1250 / 8761-1251 / 8761-1252 / 8761-1253 / 8761-1254 / 8761-1255 / 8761-1256 / 8761-1257 / 8761-1258 / 8761-1259 / 8761-1260 / 8761-1261 / 8761-1262 / 8761-1263 / 8761-1264 / 8761-1265 / 8761-1266 / 8761-1267 / 8761-1268 / 8761-1269 / 8761-1270 / 8761-1271 / 8761-1272 / 8761-1273 / 8761-1274 / 8761-1275 / 8761-1276 / 8761-1277 / 8761-1278 / 8761-1279 / 8761-1280 / 8761-1281 / 8761-1282 / 8761-1283 / 8761-1284 / 8761-1285 / 8761-1286 / 8761-1287 / 8761-1288 / 8761-1289 / 8761-1290 / 8761-1291 / 8761-1292 / 8761-1293 / 8761-1294 / 8761-1295 / 8761-1296 / 8761-1297 / 8761-1298 / 8761-1299 / 8761-1300 / 8761-1301 / 8761-1302 / 8761-1303 / 8761-1304 / 8761-1305 / 8761-1306 / 8761-1307 / 8761-1308 / 8761-1309 / 8761-1310 / 8761-1311 / 8761-1312 / 8761-1313 / 8761-1314 / 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8761-2062 / 8761-2063 / 8761-2064 / 8761-2065 / 8761-2066 / 8761-2067 / 8761-2068 / 8761-2069 / 8761-2070 / 8761-2071 / 8761-2072 / 8761-2073 / 8761-2074 / 8761-2075 / 8761-2076 / 8761-2077 / 8761-2078 / 8761-2079 / 8761-2080 / 8761-2081 / 8761-2082 / 8761-2083 / 8761-2084 / 8761-2085 / 8761-2086 / 8761-

PITAHC CSM Database



ANNEX B

List including central, regional, and satellite offices covered

Herbal Processing Plants (HPPs)	Total Responses
Cagayan Valley HPP	113
Tacloban HPP	113
Davao HPP	211

ANNEX C

CSM results of each central, regional, and satellite office (if consolidated)

CAGAYAN VALLEY HPP

Awareness	Number of Respondents	Percent
CC 1. Which of the following describes your awareness of the CC?		
<i>I know what a CC is and I saw this office's CC</i>	56	49.6%
<i>I know what a CC is but I did NOT see this office's CC</i>	4	3.5%
<i>I learned of the CC only when I saw this office's CC</i>	53	46.9%
<i>I do not know what a CC is and I did not see one in this office</i>	0	0%
Total	113	100%
Visibility	Number of Respondents	Percent
CC2. If aware of CC, would you say that the CC of this office was...?		
<i>(Not Applicable)</i>		
<i>Easy to see</i>	79	69.9%
<i>Somewhat easy to see</i>	34	30.1%
<i>Difficult to see</i>	0	0%
<i>Not visible at all</i>	0	0%
<i>Not applicable</i>	0	0%
Total	113	100%
Helpfulness	Number of Respondents	Percent
CC3. If aware of CC, how much did the CC help you in your transaction?		
<i>(Not Applicable)</i>		
<i>Helped very much</i>	105	92.9%
<i>Somewhat helped</i>	8	7.1%
<i>Did not help</i>	0	0%
<i>Not applicable</i>	0	0%
Total	113	100%

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total Responses	Overall
<i>Responsiveness</i>	66	43	4	0	0	0	113	96.46
<i>Reliability</i>	67	43	3	0	0	0	113	97.35
<i>Access and Facility</i>	76	32	4	1	0	0	113	95.58
<i>Communication</i>	72	37	4	0	0	0	113	96.46
<i>Cost</i>	50	51	6	1	0	5	113	93.52
<i>Integrity</i>	86	27	0	0	0	0	113	100.00
<i>Assurance</i>	84	28	1	0	0	0	113	99.12
<i>Outcome</i>	75	36	2	0	0	0	113	98.23
<i>Overall</i>	79	34	0	0	0	0	113	100.00

TACLOBAN HPP

Awareness	Number of Respondents	Percent
CC 1. Which of the following describes your awareness of the CC?		
<i>I know what a CC is and I saw this office's CC</i>	96	85.0%
<i>I know what a CC is but I did NOT see this office's CC</i>	2	1.8%
<i>I learned of the CC only when I saw this office's CC</i>	10	8.8%
<i>I do not know what a CC is and I did not see one in this office</i>	5	4.4%
Total	113	100%
Visibility	Number of Respondents	Percent
CC2. If aware of CC, would you say that the CC of this office was....?		
<i>(Not Applicable)</i>		
<i>Easy to see</i>	96	85.0%
<i>Somewhat easy to see</i>	11	9.7%

Difficult to see	0	0.0%
Not visible at all	0	0.0%
Not applicable	6	5.3%
Total	113	100%
Helpfulness	Number of Respondents	Percent
CC3. If aware of CC, how much did the CC help you in your transaction?		
(Not Applicable)		
Helped very much	98	86.7%
Somewhat helped	9	8.0%
Did not help	0	0.0%
Not applicable	6	5.3%
Total	113	100%

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total Responses	Overall
Responsiveness	108	5	0	0	0	0	113	100.0
Reliability	100	13	0	0	0	0	113	100.0
Access and Facility	103	10	0	0	0	0	113	100.0
Communication	106	7	0	0	0	0	113	100.0
Cost	93	8	0	0	0	12	113	100.0
Integrity	110	3	0	0	0	0	113	100.0
Assurance	112	1	0	0	0	0	113	100.0
Outcome	109	4	0	0	0	0	113	100.0
Overall	109	4	0	0	0	0	113	100.0

DAVAO HPP

Awareness	Number of Respondents	Percent
CC 1. Which of the following describes your awareness of the CC?		
<i>I know what a CC is and I saw this office's CC</i>	161	76.3%
<i>I know what a CC is but I did NOT see this office's CC</i>	6	2.8%
<i>I learned of the CC only when I saw this office's CC</i>	20	9.5%
<i>I do not know what a CC is and I did not see one in this office</i>	24	11.4%
Total	211	100%
Visibility	Number of Respondents	Percent
CC2. If aware of CC, would you say that the CC of this office was...?		
<i>(Not Applicable)</i>		
<i>Easy to see</i>	171	81.0%
<i>Somewhat easy to see</i>	16	7.6%
<i>Difficult to see</i>	0	0.0%
<i>Not visible at all</i>	0	0.0%
<i>Not applicable</i>	24	11.4%
Total	211	100%
Helpfulness	Number of Respondents	Percent
CC3. If aware of CC, how much did the CC help you in your transaction?		
<i>(Not Applicable)</i>		
<i>Helped very much</i>	180	85.3%
<i>Somewhat helped</i>	7	3.3%
<i>Did not help</i>	0	0.0%
<i>Not applicable</i>	24	11.4%
Total	211	100%

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total Responses	Overall
<i>Responsiveness</i>	186	23	2	0	0	0	211	99.05
<i>Reliability</i>	183	26	1	1	0	0	211	99.05
<i>Access and Facility</i>	188	22	1	0	0	0	211	99.53
<i>Communication</i>	186	24	1	0	0	0	211	99.53
<i>Cost</i>	169	21	2	1	0	18	211	98.45
<i>Integrity</i>	188	23	0	0	0	0	211	100.00
<i>Assurance</i>	193	18	0	0	0	0	211	100.00
<i>Outcome</i>	191	20	0	0	0	0	211	100.00
<i>Overall</i>	191	19	1	0	0	0	211	99.53