



2022 PITAHC CLIENT SATISFACTION SURVEY (CSS)
(CY 2022 – Year End Final Result)

I. Title: CONDUCT OF CITIZEN/CLIENT SATISFACTION SURVEY FOR THE YEAR 2022,
(January to December)

II. Rationale

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 that aims to continually achieve a government-wide improvement through seamless public service delivery. In achieving this, service quality standards in delivering critical services, doing business with the government, industries, various sectors, and the citizens must be institutionalized across all government agencies.

Philippine Institute of Traditional and Alternative Health Care (PITAHC) is the lead agency in the research and development, promotion and advocacy, and development of standards on traditional and complementary medicine (T&CM) as mandated by Republic Act No. 8423, otherwise known as the Traditional and Alternative Medicine Act (TAMA). The Institute aims to improve the accessibility, availability, sustainability, and integration of T&CM into the national health care system.

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 2021, the PITAHC received a total of the two hundred sixty-two (262) respondents, the PITAHC received an overall impression from their respondents (clients served) of an average score of 2.98 with an adjectival rating of "Very Satisfactory". Wherein, respondents taught the PITAHC have exceeded their expectations in terms of the professionalism of the PITAHC staff who attended their need for services availed. Ninety-nine percent (99.18%) of the respondents said that they were "Very Satisfied" with the services provided by the PITAHC Staff.

The result of this survey will be essential for PITAHC Process Owners and Management for reviewing and recalibrating processes and strategies in attending to the needs of their clients.

III. Objectives

The general objective of this survey is to measure and report the client's satisfaction level that was served by the PITAHC for FY 2022.

The following are the specific objectives:

- I. To identify the set characteristic of the respondent/s to properly represent the clients served or each service and to collect accurate data;
- II. To describe the client's experiences in availing the PITAHC offered services;
- III. To analyze data gathered and provide conclusion on the client's perception on the services given;



- IV. To identify possible key areas for improvement that the PITAHC might consider to improvement it's services which are aligned to their QMS;

IV. 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:

PITAHC Adopted Service Quality Dimension	Description
Responsiveness	The willingness to help, assist and provide prompt service to citizens/clients
Reliability (Quality)	The provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
Access & Facilities	The convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.
Communication	The act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
Integrity	The assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
Assurance	The capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
Outcome	The extent of achieving outcomes or realizing the intended benefits of government services

The PITAHC has opted to adopt the Five (5)-point Likert Scale for the clients to measure the perception of PITAHC services.

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

Both electronic and printed copies of the approved Client Satisfaction Survey (CSS) Forms were utilized in this survey. All process owners were provided with the sample templates of the CSS forms and web link for the electronic version.



The population considered in this survey was the total accomplished forms (both electronic and printed copies) from January to December 2022. All printed forms were encoded to the Google form link provided for consolidation and validation.

Sampling was not done due to the limited number of respondents as recommended under the IATF AO No. 25 guidelines on sampling but instead used the entire data collected. 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.

V. Scope and Limitation of the Survey

The survey involved the following services being offered by PITAHC per division covering January to December 2022, as follows:

No.	PITAHC Division	Services/Products Offered
1	Research and Development	Request for Information regarding T&CM Research/es
2		Request for Funding of T&CM Research/es
3	Standards and Accreditation	Initial Application for Certification (Filipino/Non-Filipino)
4		Renewal of Application for Certification (Filipino/Non-Filipino)
5		Initial Application for Accreditation (Clinics, Training Centers & TAHC Organization)
6		Renewal of Application for Accreditation (Clinics, Training Centers & TAHC Organization)
7	Social Advocacy and Training	Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture
8		Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture (PITAHC Initiated Seminars and Training)
9		Request for Seminar Orientation on the proper use of medicinal plants using the book "Patnubay sa paggamit ng Halamang Gamot"; seminar orientation on Traditional and Complementary Medicines Practices; Tuina Massage, Basic & Advance Acupuncture
10		Request for Seminar Orientation on the proper use of medicinal plants using the book "Patnubay sa paggamit ng Halamang Gamot"; seminar orientation on Traditional and Complementary Medicines Practices; Tuina Massage, Basic & Advance Acupuncture (PITAHC Initiated Seminars and Training)
11	Management Services	Sales and Marketing of PITAHC Published Books and products
		ISO & GAD related matters



12	Administrative, Finance, Office of the Director-General and Others	Accounting, Auditing, and other concerns from clients
13	Herbal Processing Plants	Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture
		Request for Seminar Orientation on the proper use of medicinal plants using the book "Patnubay sa Paggamit ng Halamang Gamot"; seminar orientation on Traditional and Complementary Medicines Practices; Tuina Massage, Basic & Advance Acupuncture

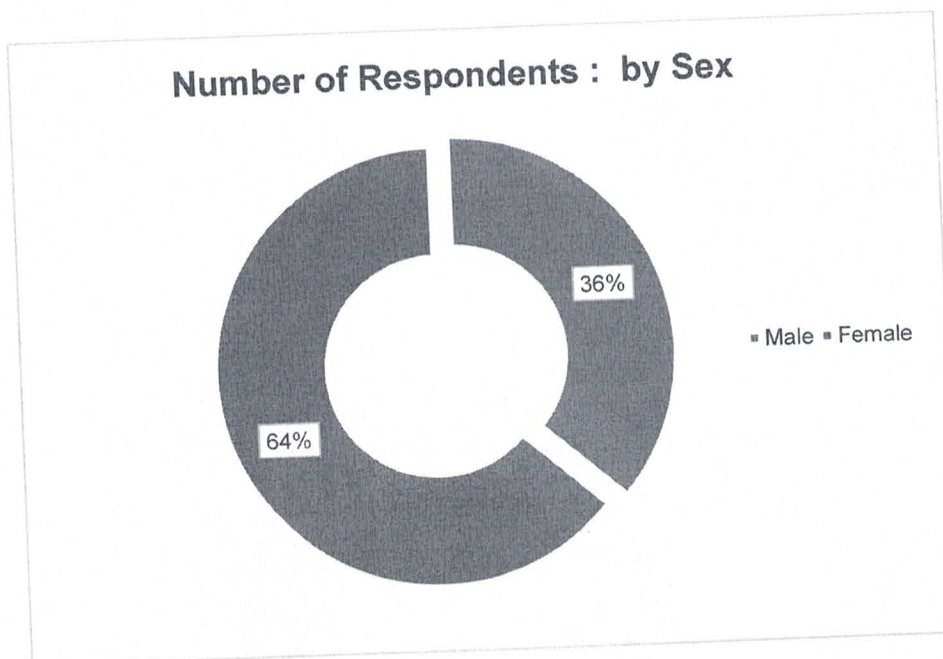
Training evaluation for trainings provided by PITAHC was not included in this survey since it has different parameters. This survey includes the measurement on how PITAHC's action on the request for training on TAHC.

VI. Results, Data Analysis and Conclusion

The data generated from the administered survey instrument were collated, tabulated, and subjected to appropriate statistical analysis.

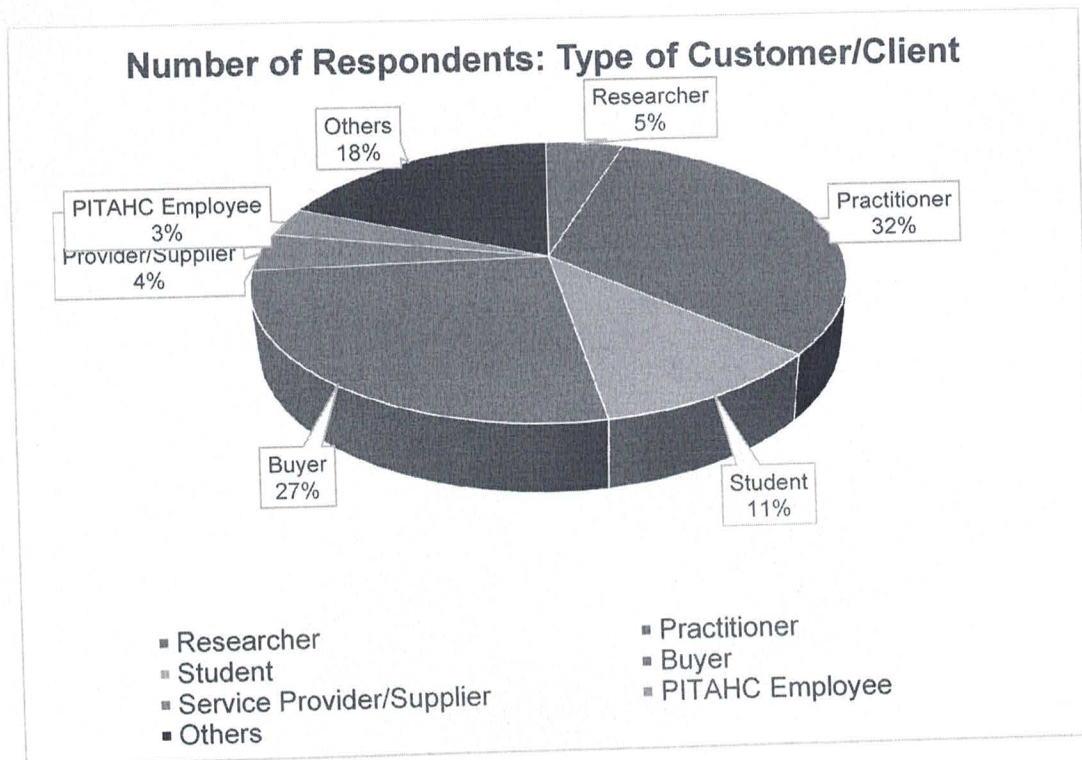
Respondent's Demographic

A total of five hundred seventy-five (575) respondents served by PITAHC from January to December 2022 and have submitted accomplished PITAHC CSS forms. There were no age group included in the survey forms only the sex and profession/identification of the respondents were reflected.





Based on the data collected, this year there were more female (64%) respondents than male (36%) clients served by PITAHC with 363 respondents out of the 575 total survey population.



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 five hundred seventy-five (575) respondents, 182 of them (32%) were Practitioners. It was the followed by "Buyers" with 153 clients for the HPPs and Central Office-MSD (27% of the total number of respondents). Third most number of respondents were classified themselves as "Others" (they are the respondents who identified themselves as DOH staff, members of the press or media partners, PITAHC employees, collectors, and TACH clinic/center's staff) with a total of 105 clients or 18% of the population.

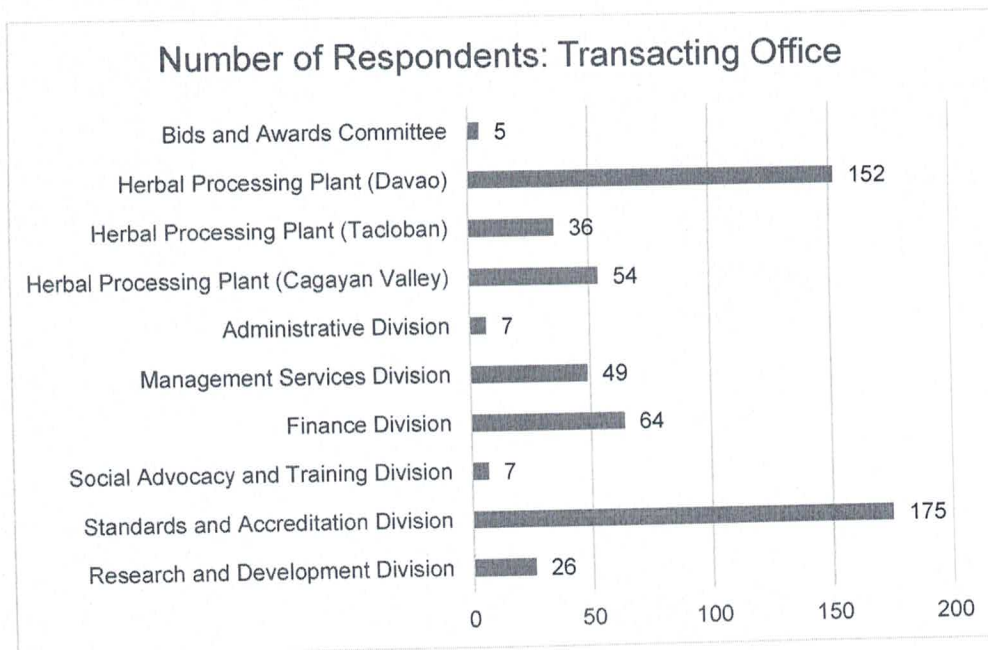
Measurement of Service Quality Dimension (SQD) or Criteria

For 2022, the PITAHC still refers to its seven (7) Service Quality Dimensions (SQDs) or criteria to measure the client's experience in availing of PITAHC's services such as responsiveness, promptness, competence, courtesy and professionalism. This survey provides a list of "Transacting Division" that reflects the service/s availed by the clients.

After the data collection, validation and analysis, herein the results of the PITAHC Client Satisfaction Survey covering January to December 2022:



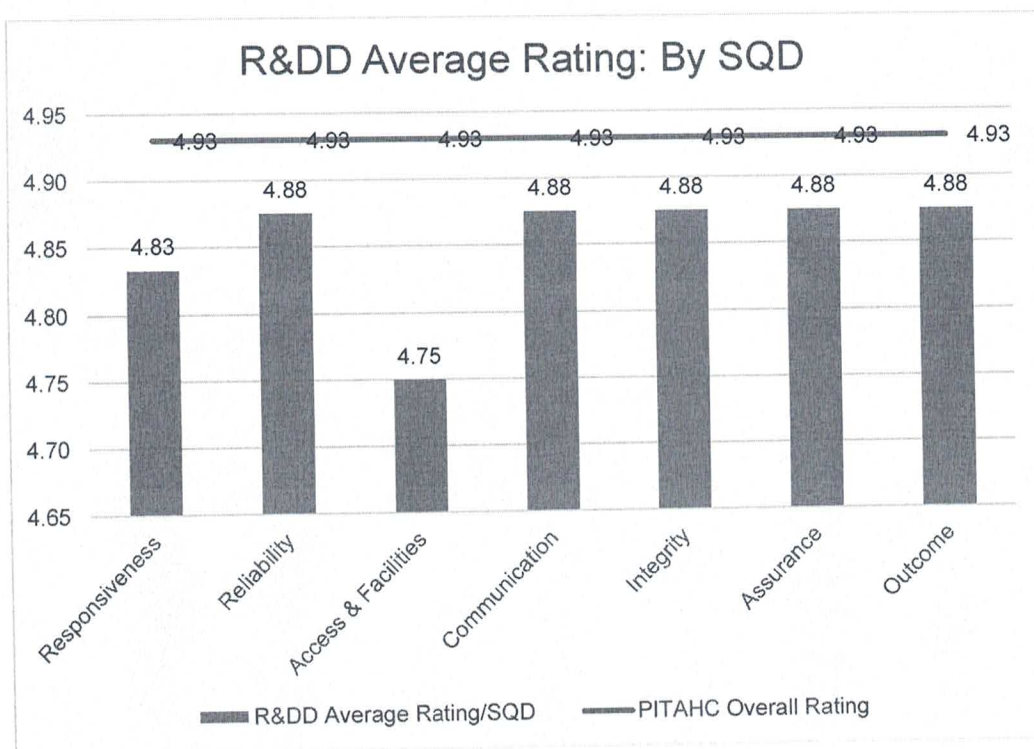
By Transacting Division



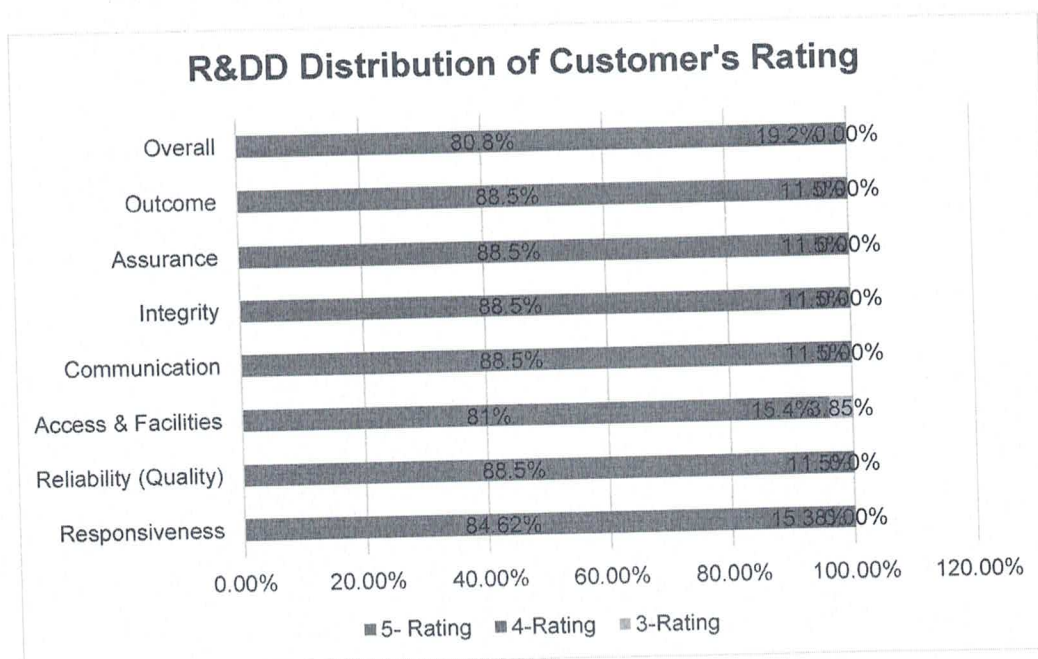
Based on the data gathered, the most number of respondents for this year survey was from the Standards and Accreditation Division (S&AD) with 175 respondents out of the 575 total respondents (30%) from January to December 2022. It was then followed by twenty-six percent (26%) or 152 of the respondents have their services availed through the Davao Herbal Processing Plant (DHPP). The third most number of client served with accomplished CSS forms was from the Finance Division with 64 respondents. While the Bid and Awards Committee (5), Administrative Division (7) and Social Advocacy and Training Division (7) had the least number of respondents.

Research and Development Division (R&DD)

This division provides clients information about TAHC research and attends to requests for funding of TAHC studies. A total of ninety (19) respondents were collected for this division, the result as follows:



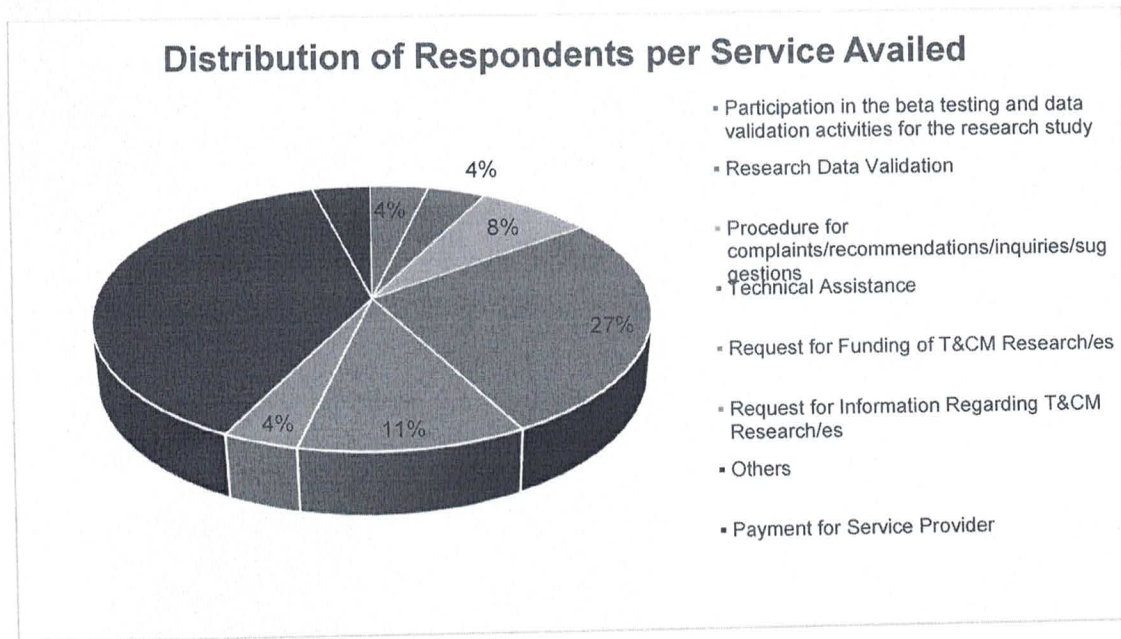
The respondents have appreciated the SQDs reliability, communication, integrity, assurance, and outcome of the R&DD staff for providing the services they availed. While others found the service provided needs timelier or to be actively attended to their needs and access & facilities but still these respondents were very delighted with the time given to them.



While one respondents rated R&DD with a "Satisfactory" rating for the SQD "Access & Facilities" which is below the average PITAHC overall client's impression.



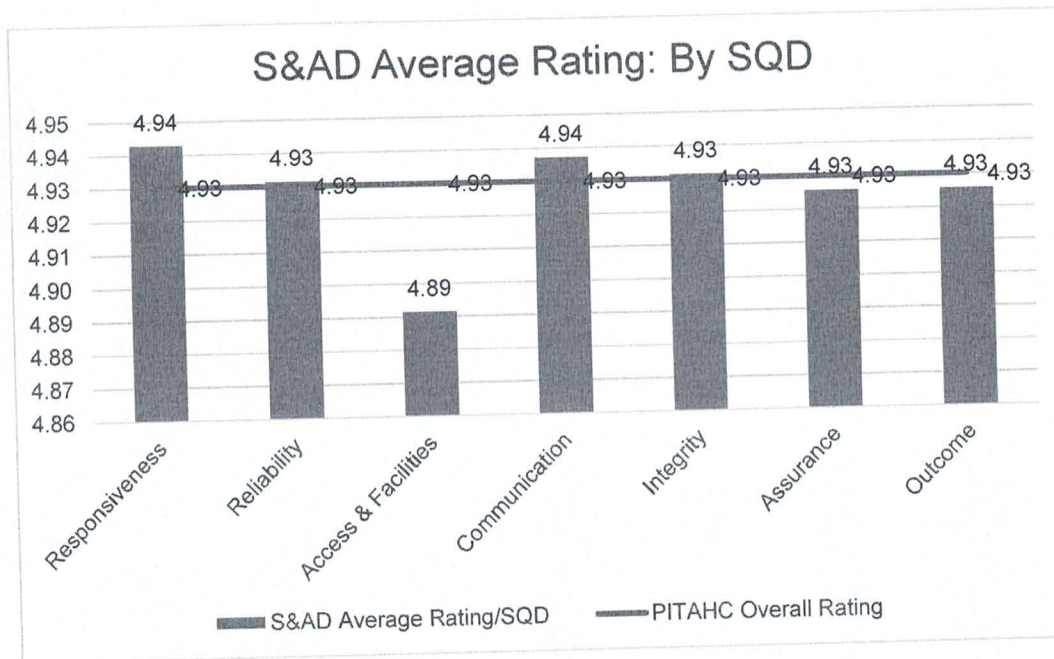
The R&DD received an overall impression from their respondents with an average score of 4.79 with an adjectival rating of "Very Satisfactory". Most of the respondents appreciated the fairness, knowledge of the processes and politeness of the R&D staff who rendered their service. A respondent commented that the division has great interest and willingness to help aid clients in this field. While other respondents find this division as "Good source of information".



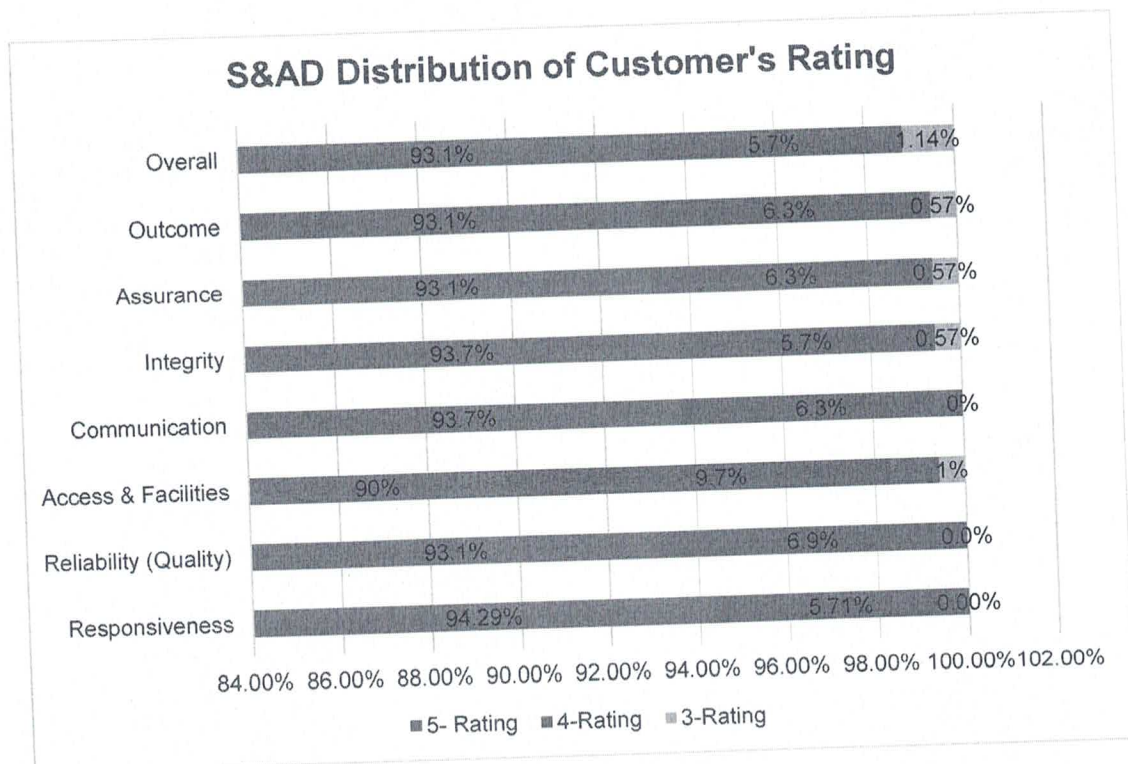
Most of the clients served by R&DD was mostly from the "Other" category wherein the clients have other services of the R&DD that were not reflected in their Citizen Charter such as sites inspection, follow up research updates, and submission of requirements.

Standards and Accreditation Division (S&AD)

This division provides services on the processing of applications for certification and accreditation for practitioners and centers for Filipino and Non-Filipino clients respectively. A total of one hundred seventy-five (175) respondents were collected for this division, the result as follows:

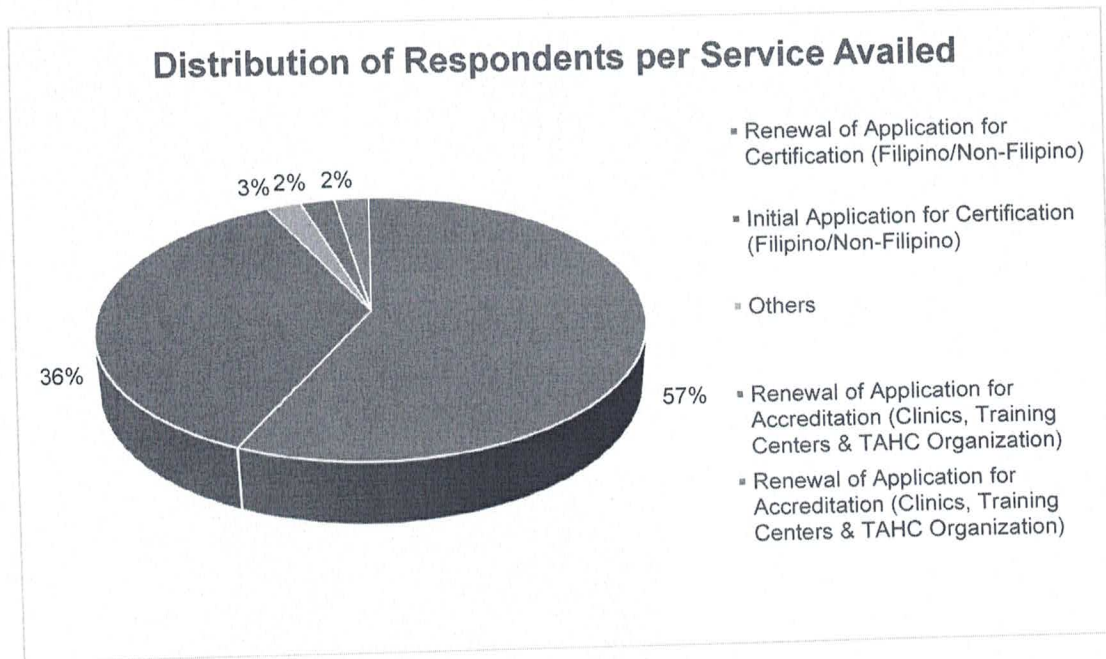


One hundred seventy-five (175) respondents have appreciated the SQDs on responsiveness, reliability, communication and integrity, where in S&AD staff exceeded the expectations of their clients. All respondents noted the that S&AD staff meets the expected service quality as to assurance or outcomes, wherein clients thought that the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships were excellent.





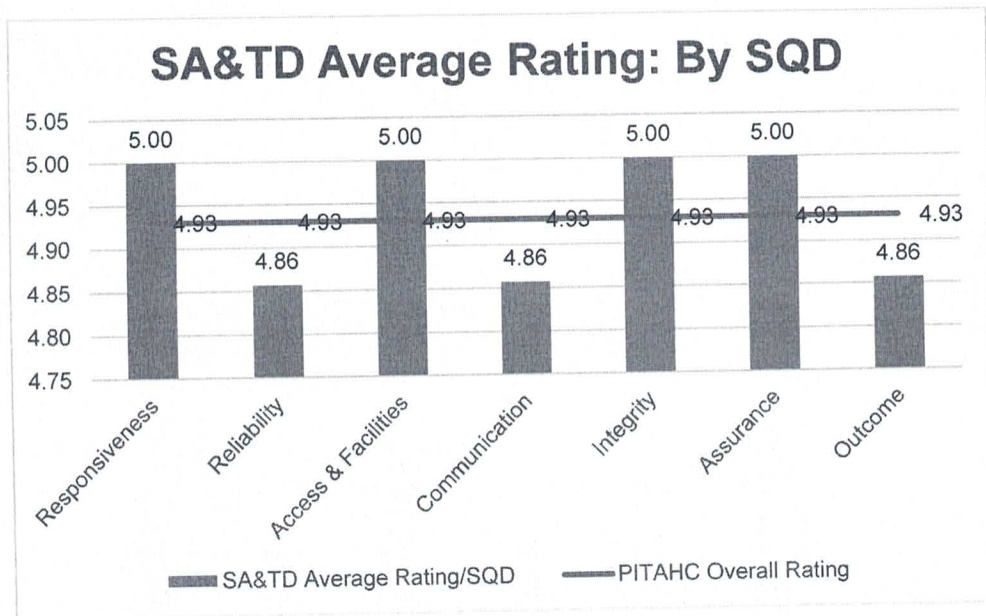
The S&A Division received an overall impression from their respondents of an average score of 4.92 with an adjectival rating of "Very Satisfactory" from clients served. The respondents have noted that S&AD staff exceeded their expectations in almost all service quality dimensions except from the "Access & Facilities". These were the clients served thought that PITAHC should improve their facilities particularly those on the frontline services.



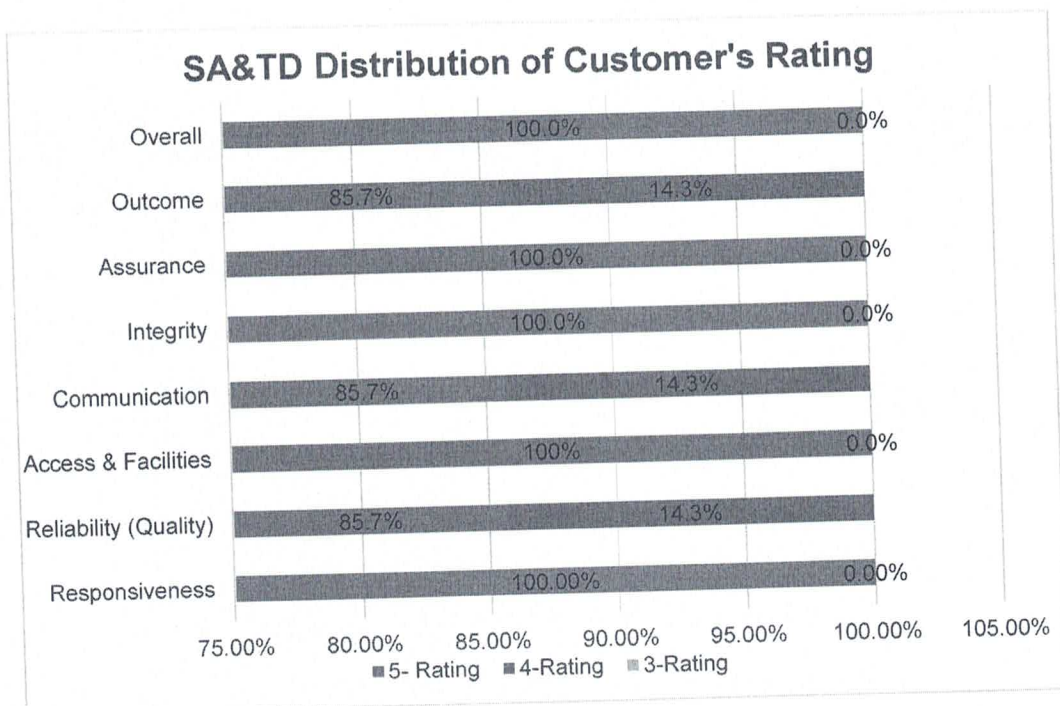
Most of the clients served by S&AD was mostly from the "Renewal of Application for Certification (Filipino/Non Filipino)" category with 57%, followed by client served through "Initial Application for Certification (Filipino/Non Filipino)" with 36% of their total number of respondents for FY 2022.

Social Advocacy and Training Division (SA&TD)

This division provides services on the requests for training on Acupressure, Tuina Massage, Basic & Advanced Acupuncture. Also, the SA&TD caters to requests for Seminar Orientation on the proper use of medicinal plants using the PITAHC Published books. Only seven (7) respondents were asked to measure the experience in availing services from Social Advocacy and Training Division, the results are as follows:

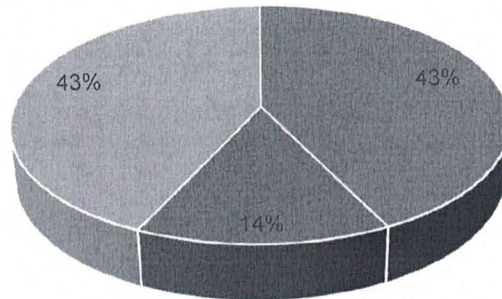


The respondents have appreciated SQDS of the SA&TD as to responsiveness, access & facilities, integrity, and assurance of the staff while providing the services. For SQDs reliability, communication, and outcome of the SA&TD where found to be below the client's expectations.



The client served by SA&TD rated them with below the PITAHC overall rating in three (3) SQDs. However, the seven (7) respondents rated SA&TD an average of "5.00" or "Very Satisfactory" in overall rating for the services provided. Given the small number of respondents, it is premature to conclude that these results represent the true picture of the services they can provide to the public

Distribution of Respondents per Service Availed



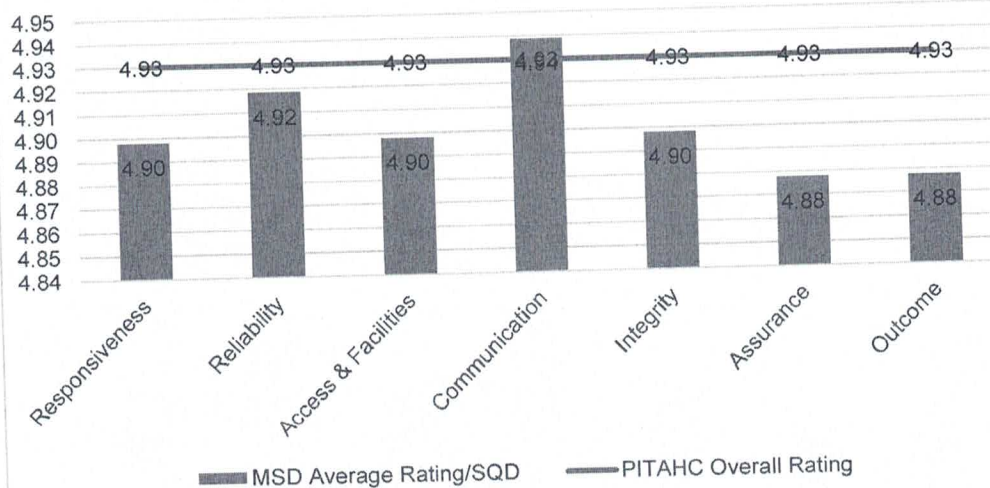
- Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture
- Procurement of Consulting Services
- Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture (PITAHC Initiated Seminars and Training)

Most of the clients served by SA&TD was mostly from the "Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture" and PITAHC initiated seminars category with both received 43% of the respondents,

Management Services Division (MSD)

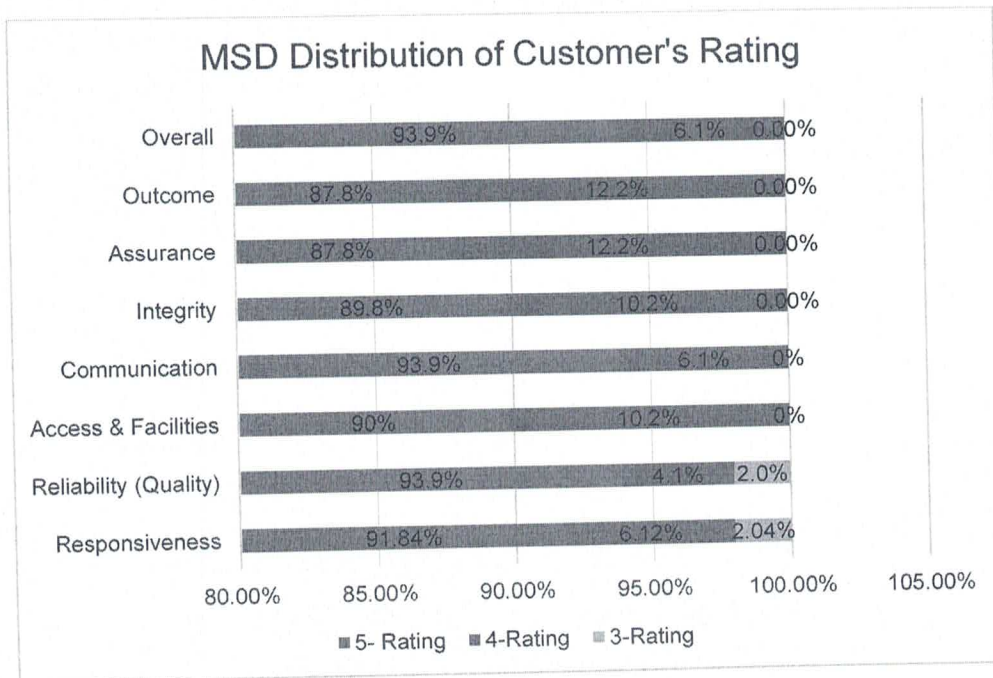
This division provides services on the sales and marketing of PITAHC Published Books, herbal medicines and soaps. Also, the MSD attends to ISO and GAD-related matters. A total of forty-nine (49) respondents were collected for this division, the results are as follows:

MSD Average Rating: By SQD

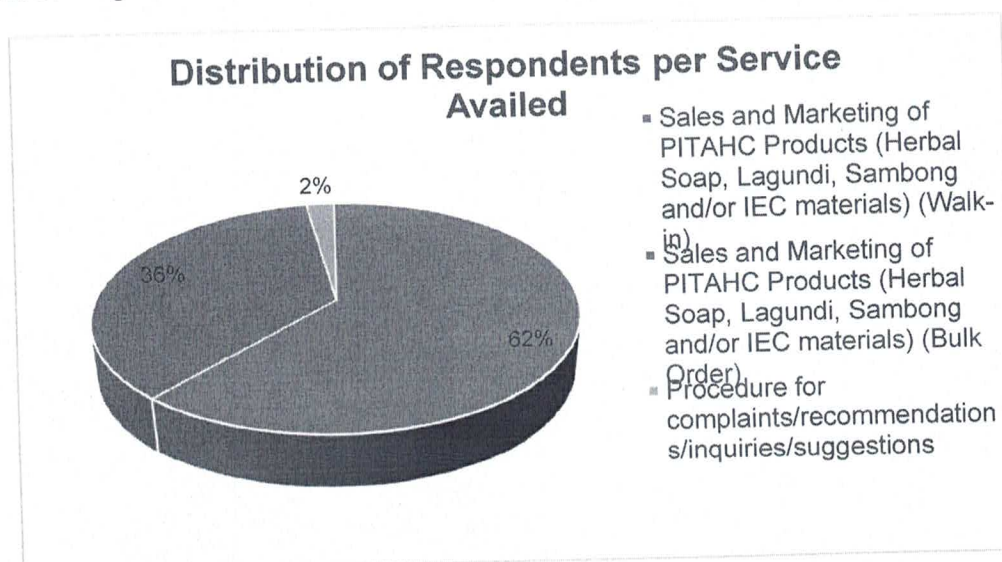


The respondents have appreciated SQDS of MSD as to Communication. While other SQDs were found to be below the client's expectations to PITAHC. However, they still rated MSD with rate not less than 4.88.

Forty-nine (49) respondents have appreciated the service provided by MSD staff in all dimensions by giving them an overall rating of 4.94 with adjectival rating of "Very Satisfactory". Clients have noted MSD on keeping citizens and clients informed in a language that they can easily understand, as well as listening to their feedback



There were respondents that rated MSD with "Satisfactory" in SQDs Reliability and Responsiveness. In overall rating, 93.9% of their respondents agreed that MSD have provided the clients with a rating of "5" or "Very Satisfied".

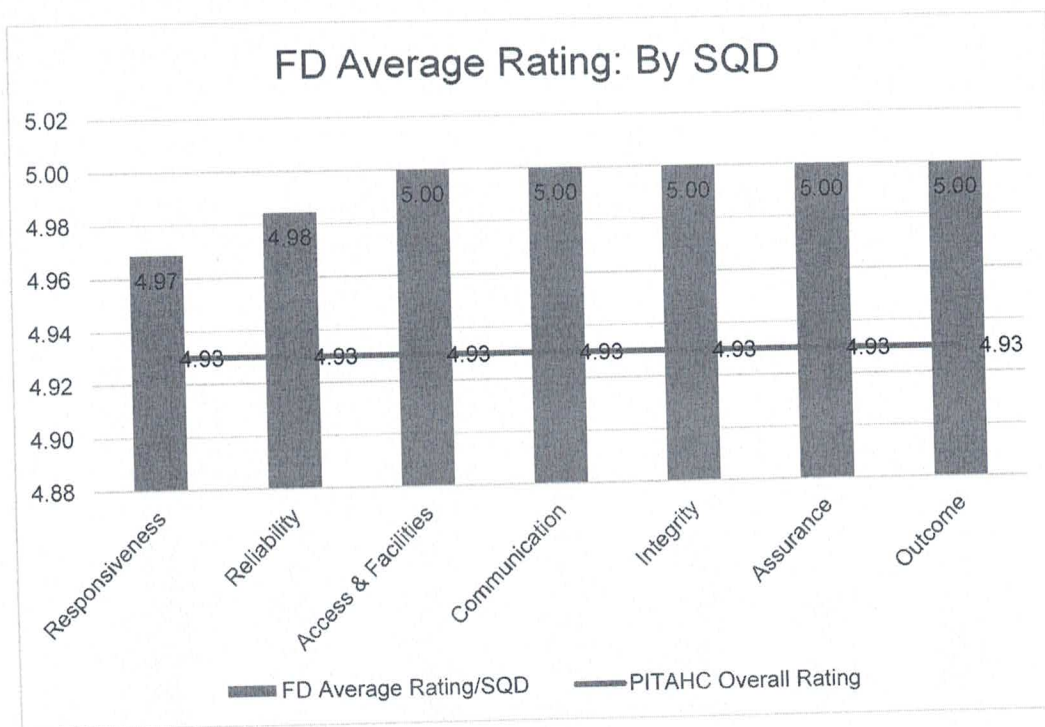




Majority of MSD's clients served availed the "Sales and Marketing of PITAHC Products (in Bulk Order)" with 2% of them availed request for answer to their queries on PITAHC Products.

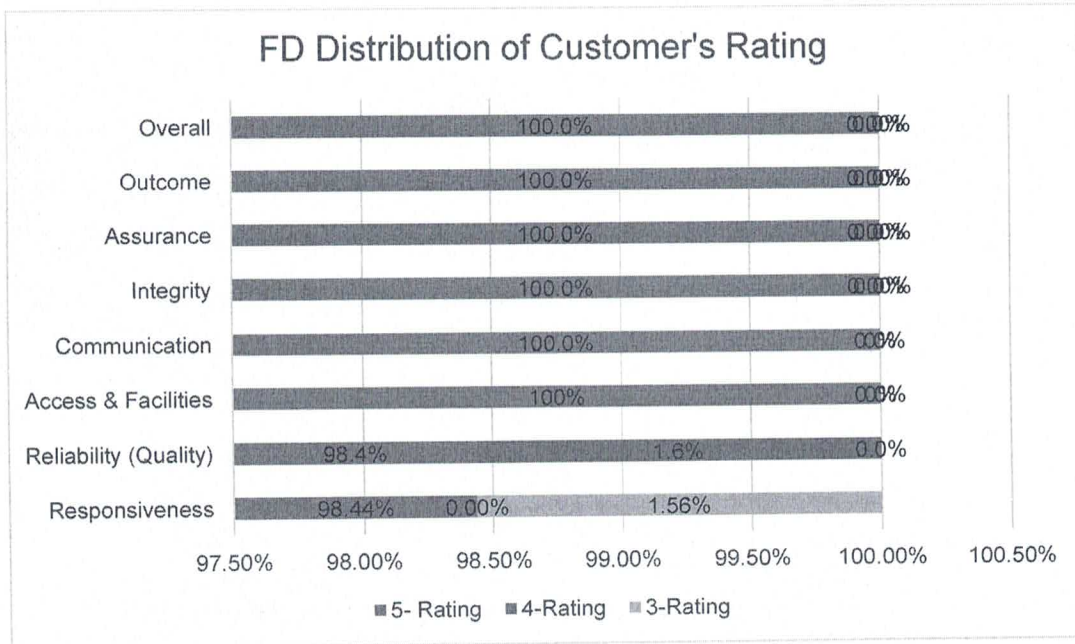
Finance Division

This division provides accounting, audit, and other financial transactions of PITAHC. A total of sixty-four (64) respondents were collected for this division, the result are as follows:

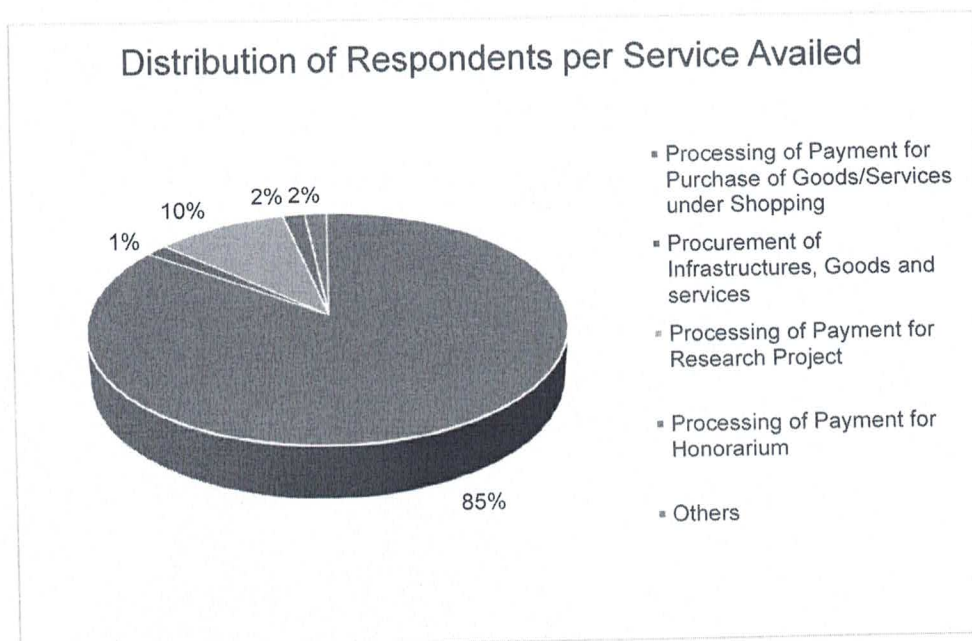


The respondents have appreciated the service provided by the Finance Division staff in all dimensions by giving them a "Very satisfactory" rating that even exceeded the PITAHC Overall impression. From being responsive. Reliable, good communication, fair, honest, competent, and timeliness that clients rated Finance Division way above their expectation to PITAHC.

The respondents have appreciated the services provided by the Finance staff and rated this division with 5.00 or "Very Satisfactory".



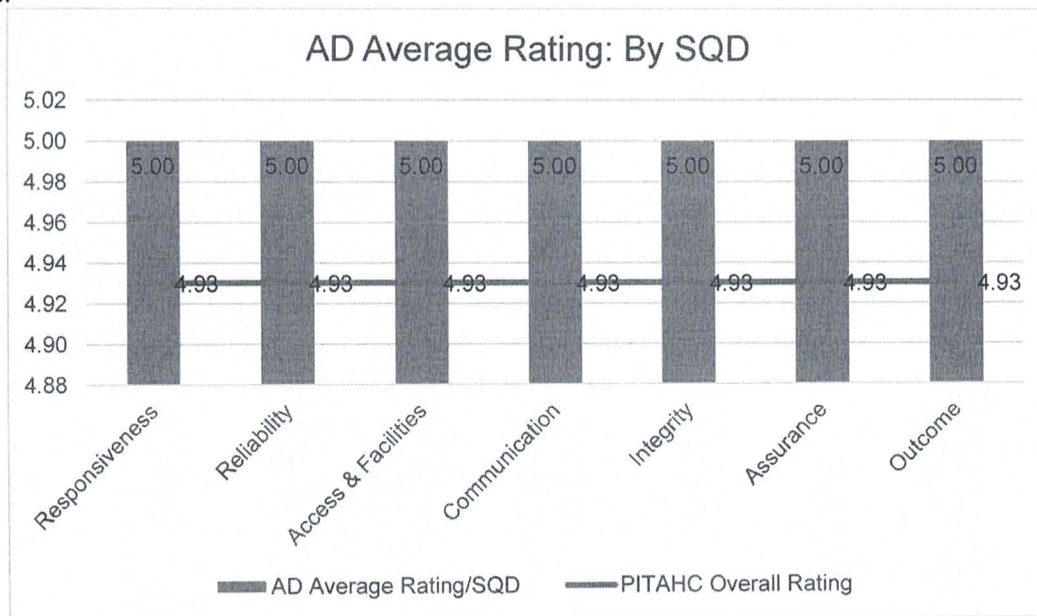
In terms of distribution of customer's rating, about 98.4% to 100% of their client rated them with 5.00



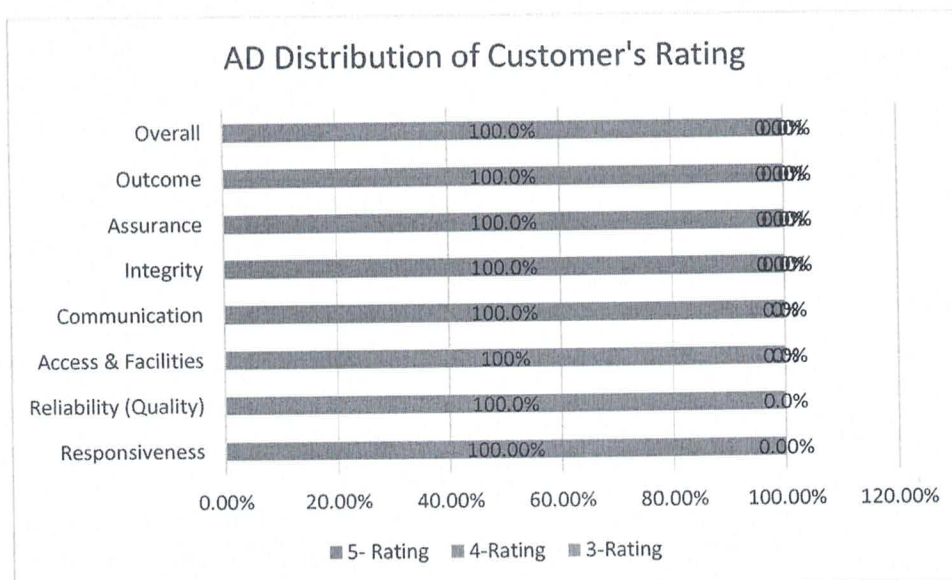
Majority of FD's clients served availed the "Processing of Payment for Purchase of Goods and Services under Shopping" with 85% of the total number of FD respondents. It was then followed by clients served under "Processing of Payment for Research Project" with 10% of their respondents.

Administrative Division

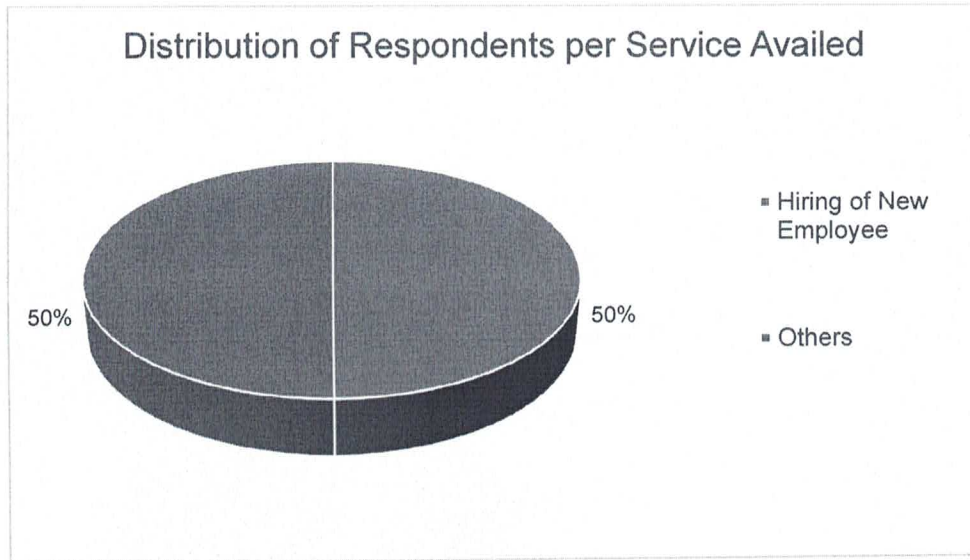
For this survey from January to December 2022, a total of seven (7) respondents submitted their accomplished CSS Form and reflected in the database for Administrative Division, the results are as follows:



The respondents have appreciated the all Service Quality Dimension of Admin staff while providing the services they availed that even exceed the client's expectations to PITAHC. From being responsive. Reliable, good communication, fair, honest, competent, and timeliness that clients rated Admin Division way above their expectation to PITAHC.



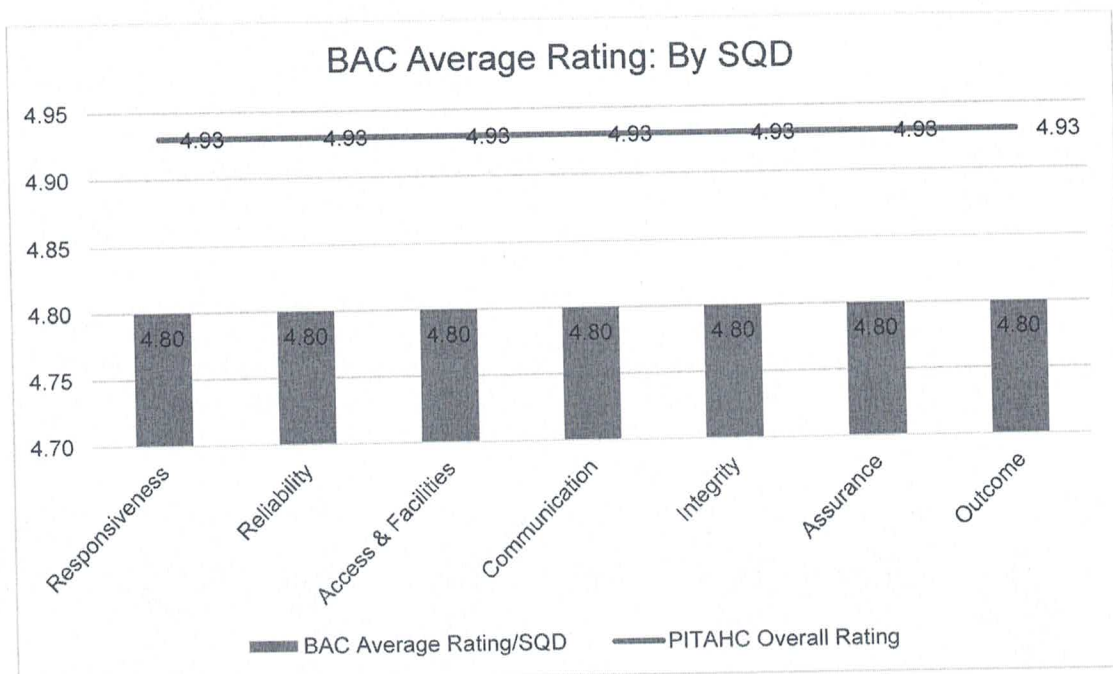
The Administrative Division received an overall impression from all respondents of an average score of 5.00 with an adjectival rating of "Very Satisfactory". Given the small number of respondents, it is premature to conclude that these results represent the true picture of the services they can provide to the public.



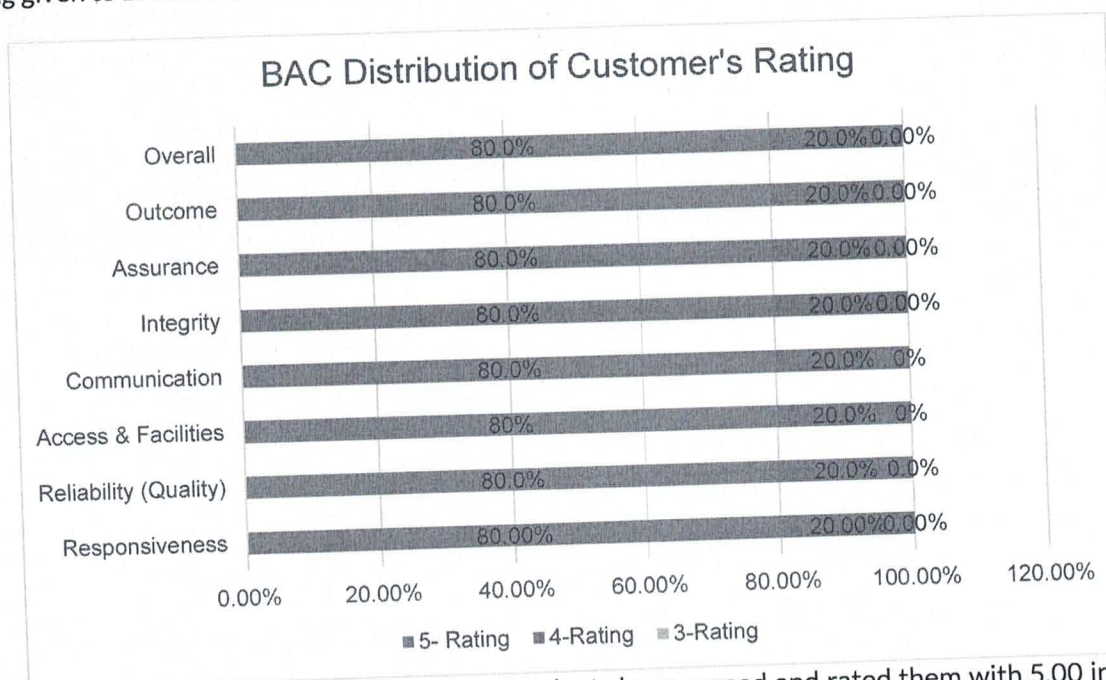
AD's clients serve who were included in the survey availed the Hiring of Employee" with 50% of the total number of FD respondents. The other half of the respondents availed services of Admin through request of employment certificate and other related documents.

Bids and Awards Committee

One of the committee in the PITAHC that have service provision with external clients. For this year, the Bac was also included in the survey. For this year, a total of five (5) CSS forms were accomplished. Herein the result, as follows:



The respondents have appreciated services provided by BAC with 4.80 in all SQDs. These rating were found to be below the PITAHC threshold for client's expectations on service provision. However, the rating given to BAC is still under the "Very Satisfactory" in terms of adjectival rating.



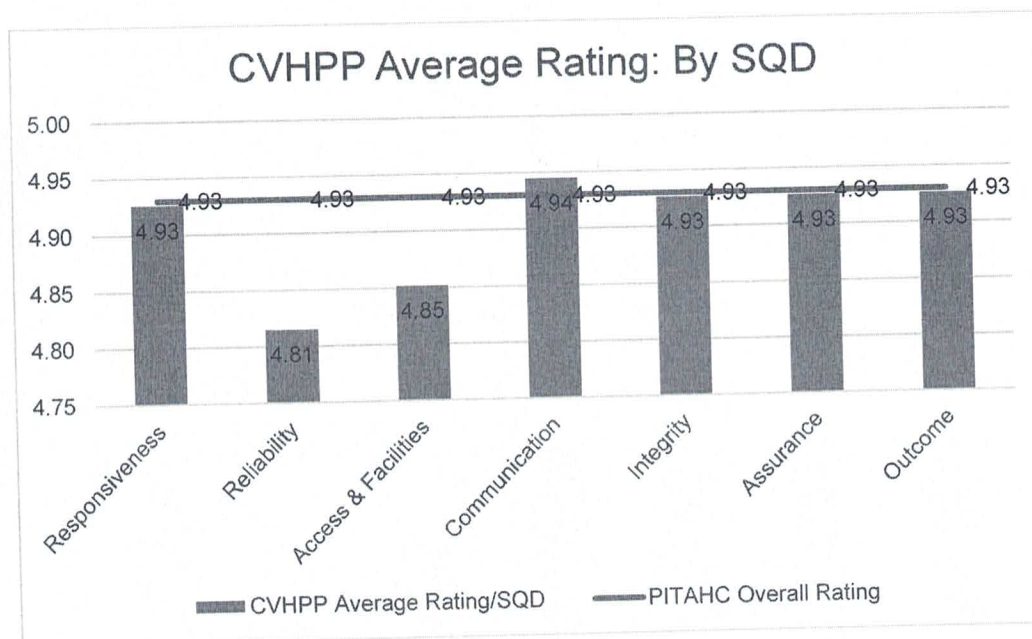
This graph showed that 80% of their respondents have agreed and rated them with 5.00 in all SQDs. Given the small number of respondents, it is premature to conclude that these results represent the true picture of the services they can provide to the public.

Herbal Processing Plants (HPPs)

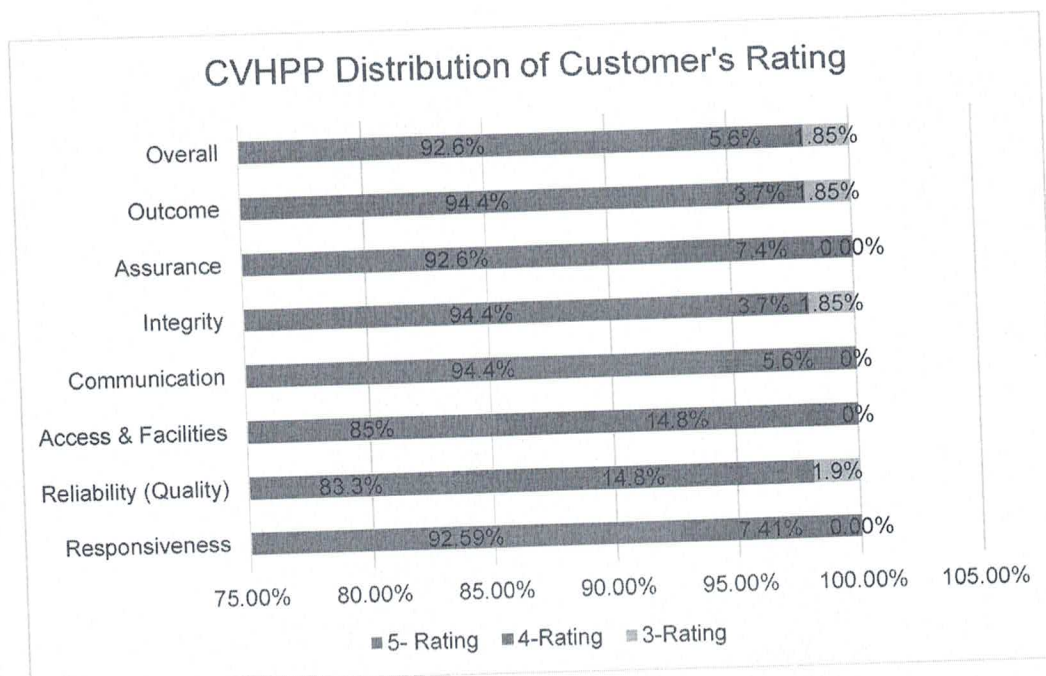
The PITAHC has supportive functions, such as the production of herbal medicines to support its operations and assist the government in its effort of increasing access to medicines. In this survey, the three (3) Herbal Processing Plant; Cagayan, Tacloban, and Davao HPPs have also been rated by their clients.

Cagayan Valley Herbal Processing Plant

For this survey from January to December 2022, a total of fifty-four (54) respondents submitted their accomplished CSS Form and reflected in the database for CVHPP, the results are as follows:

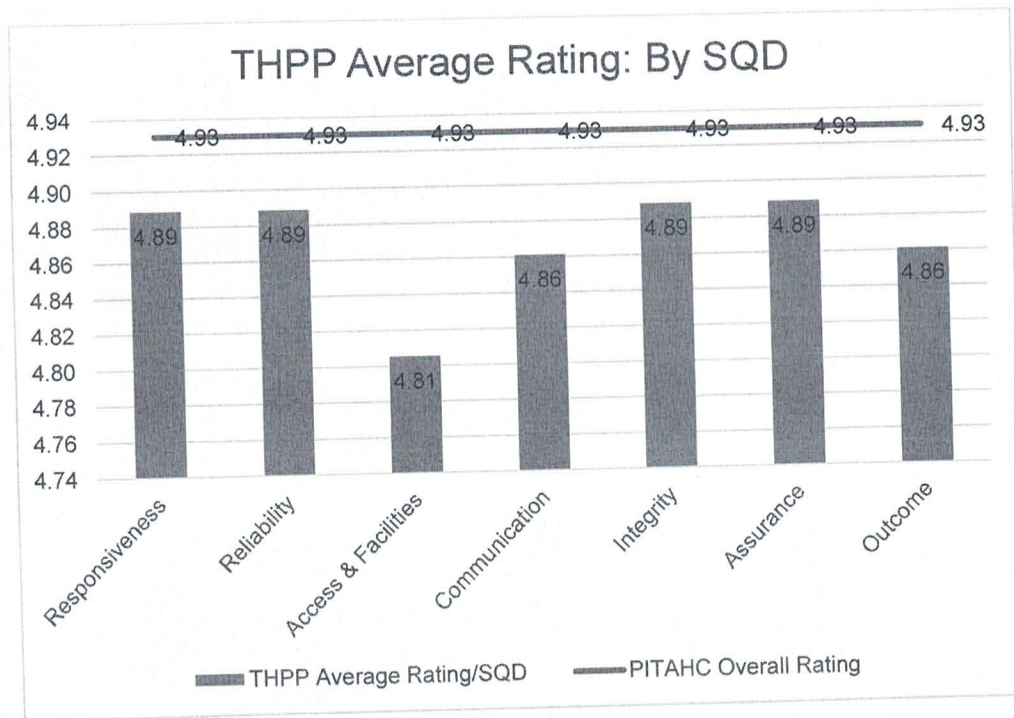


The respondents have appreciated the services provided to them by CVHPPs staff by meeting the expected SQD as to responsiveness, communication, integrity, assurance and outcome. While other respondent found CVHPP "Access and Facilities" and "Reliability" below their expectation to PITAHC. However, these respondents rated CVHPP with an overall impression of 4.91 or "Very Satisfactory" with the services given to them.

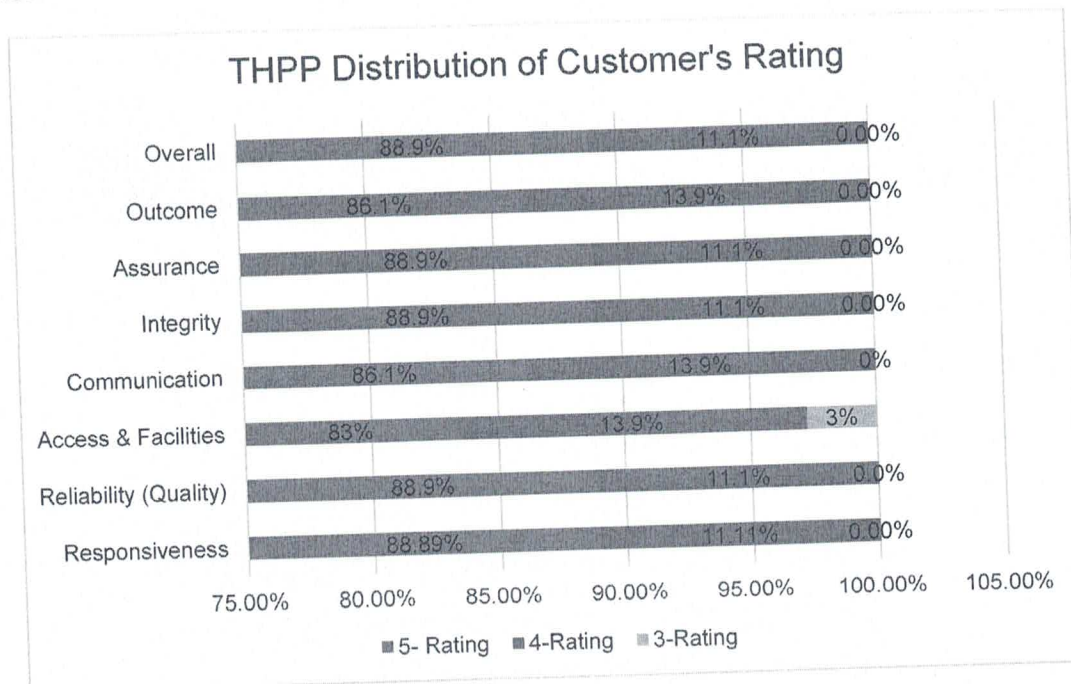


In terms of distribution of customer's rating, about 83.3% to 94.4% of their client rated them with 5.00 in different SQDs. Though there about 1.85% to 1.9% rated CVHPP with 3.00 in SQDs outcome, integrity, and reliability.

Tacloban Herbal Processing Plant

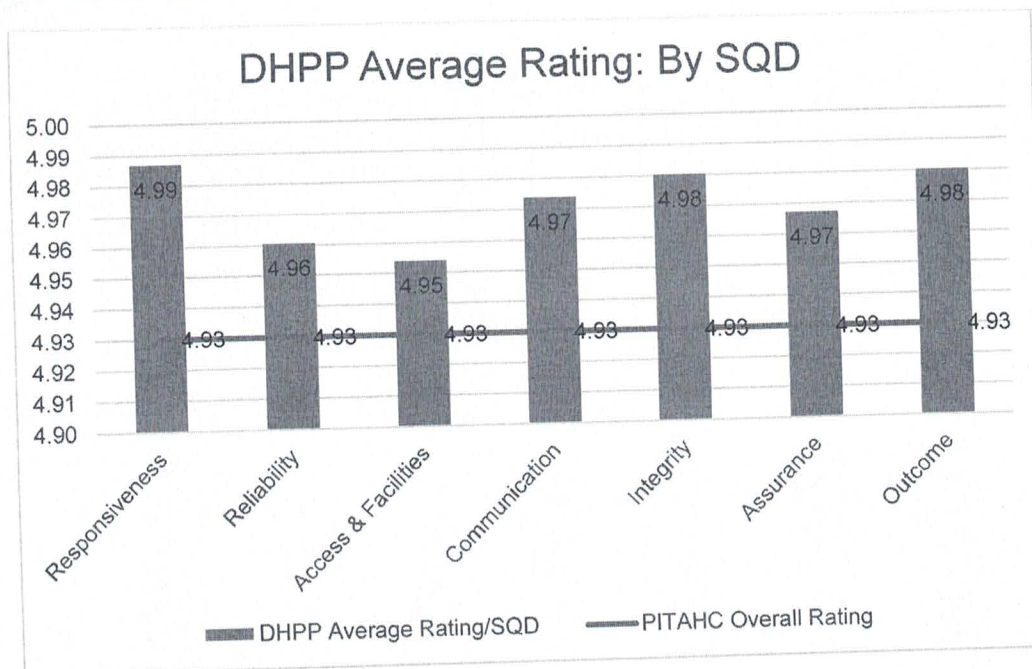


The **Tacloban HPP** received thirty-six (36) accomplished CSS Forms with an overall impression from their respondents of an average score of 4.86 with an adjectival rating of "Very Satisfactory". The clients thought the THPP service provision were still below their expectations with PITAHC overall impression.

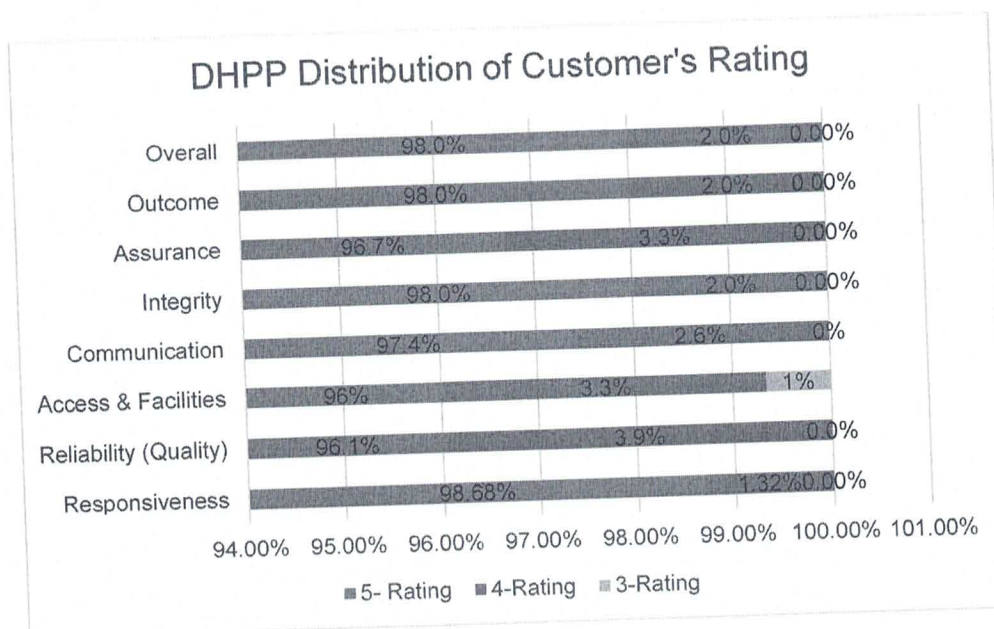


In terms of distribution of customer's rating, about 83% to 88.9% of their clients rated them with 5.00 in different SQDs. Though there about 11.1% to 113.9% rated THPP with 4.00. While there were 3% of the respondents rated THPP with 3.00 in "Access and Facilities".

Davao Herbal Processing Plant



The Davao HPP received a total of one hundred fifty-two (135) accomplished CSS Forms with an overall impression from their respondents of an average score of 4.98 with an adjectival rating of "Very Satisfactory". The DHPP received an excellent impression to their clients as they thought that DHPP exceed their expectation in all SQDs to PITAHC in terms of delivery of services offered.





In terms of distribution of customer's rating, about 96% to 98% of their clients rated them with 5.00 in different SQDs. Though there about 2% to 3.3% rated THPP with 4.00. While there were 1% of the respondents rated THPP with 3.00 in "Access and Facilities".

Comments, Suggestions and Commendations

The respondent's remarkable comments, suggestions, and commendations gathered in the survey were enumerated below to know and appreciate the good practices that satisfied and delighted the clients.

PITAHC Division	Comments, Suggestions and Commendations
Research and Development Division	They are evidently highly knowledgeable to the field of medicinal plants as observed with their feedback from our research outputs.
	Performs their duties even during pandemic
	I have no other comments as I am very satisfied with the service provided, especially from Ms Romilla.
	Thank you for your time and participation. This is truly appreciated by the research team. Continue bringing great service to the Philippine community.
	Good source of information
Standards and Accreditation Division	The renewal of my certification was really fast, hassle free and convenient especially during this time. Sir James is very accommodating. Kudos to PITAHC
	Very Cooperative. Staffs are kind.
	Mr. James Nacario and the security guard, mr. Alan Montero have been very helpful and addressed all my concerns.
	ACCESS: signage at road corner would be great.
	Yes, very satisfied esp. that we still have COVID-19 and adjustment is still quite not easy.
Social Advocacy & Training Division	Thank you very much for the accommodation of our inquiries particularly in advocating the TCAM Program in the CALABARZON Region.
	Thank you very much for the comprehensive training. I learned a lot about Advanced Acupuncture. Thank you Dr. Francis Ras and Ma'am Kristine Gapor.
Management Services Division	Very smooth transaction.
	keep up the good work

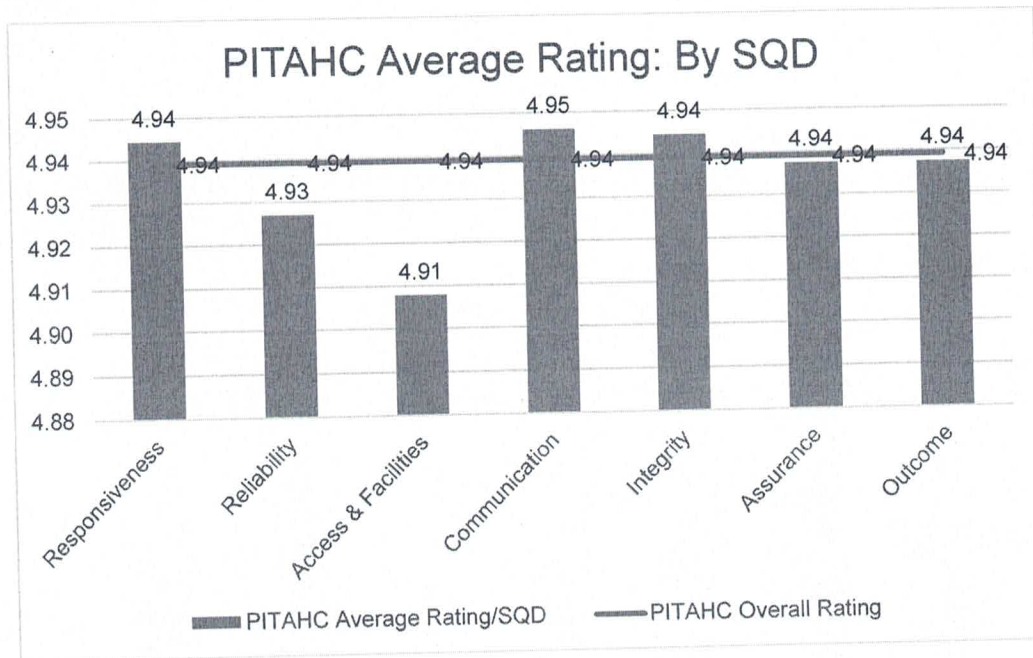


Finance Division	The accounting office and its staff are very reliable and competent. The checklist of requirements they prepared really helped me a lot in ensuring a smooth flow of transactions with them. Good job!
	Very accommodating
Administrative Division	It was a great service and the HR staff was really accommodating and helpful regarding my inquiries and concerns but I hope that the process will be faster next time.
	Keep up the good work! Very satisfied
	Thank you for the opportunity.
Cagayan Valley Herbal Processing Plant	Services are promptly given
	Thank you for your prompt assistance
Tacloban Herbal Processing Plant	Prompt and excellent service provided
	Transaction with customer was smooth since he is very responsive to our requirements and details needed for new customers. We were able to process the order because of this.
	The personnel and in charge are very accommodating
	PITAHC Tacloban is committed to comply with industry standards for Good Manufacturing Practice (GMP) as well follow requirements on government registration of their manufacturing facility. They are also supplier-friendly and considerate to our concerns.
	Job Well done for the team who conceptualized the HerbMAP and for the Successful Turnover to the LGU.
	Ample time needed for the lecture.
Davao Herbal Processing Plant	COMFORTABLE VENUE

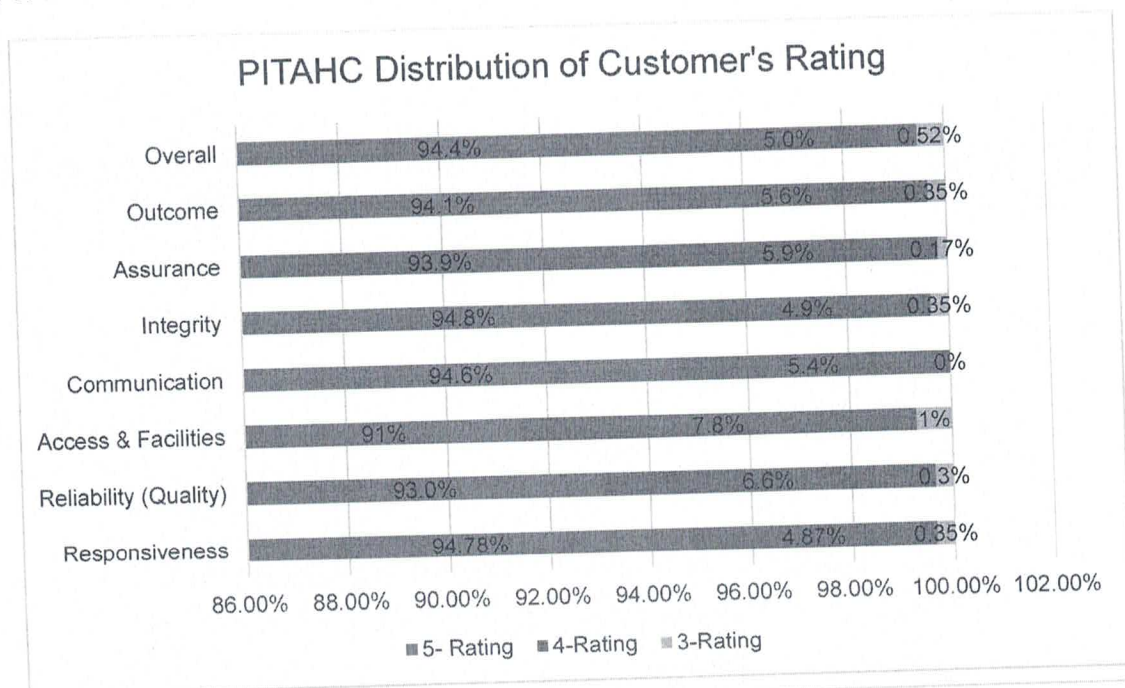


Overall Agency Citizen/Client Satisfaction Score

For FY2022, PITAHC received a total of the five hundred seventy-five (575) respondents for the Client Satisfaction Survey (CSS).



The PITAHC received an overall impression from their respondents (clients served) of an **average score of 4.94** with an adjectival rating of "Very Satisfactory". Wherein, respondents taught the PITAHC have exceeded their expectations in terms of the Responsiveness, Communication, and Integrity of the PITAHC staff who attended their need for services availed.





In terms of distribution of customer's rating, there were about 91% to 94.6% of their clients rated them with 5.00 in the different SQDs. Though there about 5% to 7.8% rated PITAHC with 4.00. While there were less than 1% of the respondents rated PITAHC with 3.00 expect for SQD "Communication".

However, 1 % of the respondents has noted that PITAHC needed to improve on their **"Access and Facilities"**. These SQD refers the convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.

VII. Comparison of 2020 and 2021 Client Satisfaction Survey Result

The IATF AO No. 25 also requires agencies to compare the result for CSS 2022 result to the agency's 2021 CSS result.

In 2021, PITAHC received a total of the two hundred sixty-two (262) respondents, the PITAHC received an overall impression from their respondents (clients served) of an average score of 2.98 with an adjectival rating of "Very Satisfactory" using the old measuring metrics.

The number of respondents also increased from 262 in 2021 to 575 respondents in 2022. This could be the result of efforts of the PITAHC Management to increased awareness of the service providers on the importance of collecting accomplished CSS forms.

For the year 2022, the PITAHC have implemented the 5-likert scale with adoption of the IATF AO No. 25 service quality dimensions. Therefore, comparison for the result of the CSS FY 2021 and FY 2022 is not feasible because of the difference in metrics and dimension used. However, both result showed that PITAHC maintained the adjectival rating of "Very Satisfactory".




VIII. Recommendations

With the results of the 2021 PITAHC Client Satisfaction Survey, the following is hereby recommended;

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.
2. PITAHC may include the SQD on "Cost" for its products being offered to its clients.
3. PITAHC PRAISE Committee may use these data for rewarding staff that commended by the clients.
4. To review or revisit the fees for certification and accreditation as well as the prices of products as the "Cost" is part of the recommended SQDs to measure.
5. 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.

Prepared by:


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Pharmacist VII

Recommending Approval:


MA. OFELIA G. INFANTE, RND, PgDip
OIC-Chief
Management Service Division

Approved by:


ANNABELLE PABIONA DE GUZMAN, MD, FPAFP, MHA, MA Med (UK), CESE
Director-General 



ANNEX A
PITAHC Client Satisfaction Survey (CSS) Form

Republic of the Philippines
Department of Health
Philippine Institute of Traditional and Alternative Health Care (PITAHC)

CLIENT SATISFACTION SURVEY
(English Version)

Name (optional): _____ Date: _____

We would be grateful if you could spare a few minutes to complete this Client/ Customer Satisfaction Survey/ Questionnaire. Help us ensure that our standard of customer care exceed expectations whenever possible. Rest assured that all information will be kept confidential and for service quality improvement only.

Sex: _____ Male _____ Female

I am a: _____ Student _____ Researcher _____ Practitioner _____ Buyer
Others (please specify): _____ PITAHC Employee (Internal)

Transacting Office:

- Research and Development Division
- Standards and Accreditation Division
- Social Advocacy and Training Division
- Administrative Division
- Finance Division
- Management Services Division
- Bids and Awards Committee
- Office of the Director-General
- Herbal Processing Plant:

Service availed (please specify): _____

Please check (✓) the appropriate box to indicate your degree of satisfaction after receiving PITAHC services:
(5 is the highest, 1 is the lowest rating)

Statements (Service Quality Dimensions)	Very dissatisfied 1	Dissatisfied 2	Neither satisfied nor dissatisfied 3	Satisfied 4	Very satisfied 5	Comments/ Recommendations
Responsiveness: The staff showed willingness to help, assist, and provide prompt service to citizens/clients.						
Reliability (Quality): The service provided has no to zero/minimal error or delivered as promised following the policy & standards.						
Access & Facilities: Convenience of location, ample amenities for comfortable transactions, use of clear signage and modes of technology.						
Communication: Keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.						

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Tel./fax: (02) 8176-3047 / 8176-3048 Fax/lines: (02) 8176-3191 / 8176-3194
Email Address: pita@pita.gov.ph Website: www.pita.gov.ph

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Department of Health
Philippine Institute of Traditional and Alternative Health Care (PITAHC)

Integrity: Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.						
Assurance: Capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.						
Outcome: Extent of achieving outcomes or realizing the intended benefits of government services.						
Overall, are you satisfied with the services provided?						

*For urgent concern, feel free to talk our Officer-of-the-Day in the lobby. Thank you very much!



ANNEX B
PITAHC Client Satisfaction Survey (CSS)
Google Form

Link:


https://docs.google.com/forms/d/e/1FAIpQLSdq8IylJqGjv5dyFN6nwRBYpxRPF951RRdHDcuRarJ_nml-A/viewform?vc=0&c=0&w=1&flr=0

CLIENT SATISFACTION SURVEY

Republic of the Philippines
Department of Health

Philippine Institute of Traditional and Alternative
Health Care

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Questionnaire. Help us ensure that our standard of customer care exceeds expectations whenever possible.



CLIENT SATISFACTION SURVEY

*Required

Client information

Date Accomplished

Date

dd/mm/yyyy

Name (Optional)

Your answer

Sex

☐ Female

☐ Male

I am a *

☐ researcher

☐ Practitioner

☐ Student



ANNEX B
PITAHC Client Satisfaction Survey (CSS)
QR Code Link to Electronic Form

QR Code to Accomplish or Encode the Client Satisfaction Survey





ANNEX C
PITAHC CLIENT SATISFACTION SURVEY (CSS)
FY 2022

UPDATES on ACTION PLAN FY 2023

With the result from the 2022 PITAHC Client Satisfaction Survey (CSS), the recommendations were presented during the PITAHC Management Review. Herein the updates on PITAHC Action Plan for FY 2022:

Item No.	CSS FY 2022 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.	Division Chiefs to review the 2023 Training Plan of their staff with consideration of the result of this survey
2	PITAHC may include the SQD on "Cost" for its products being offered to its clients.	For approval of PITAHC ManComm - to review or revisit the fees for certification and accreditation as well as the prices of products as the "Cost" is part of the recommended SQDs to measure.
3	PITAHC PRAISE Committee may use these data for rewarding staff that commended by the clients.	For Human Resource to activate the PRAISE committee and may utilize the result of this survey
4	For Access and Facilities of Central Office and HPPs	For look possible improvement of the client's waiting areas and possible posting of signage showing directions or way to PITAHC
5	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.	The PITAHC will include other services reflected in the Citizen Charter such as the procurement services, applicants for vacant positions, etc. (frontline and non-frontline services)