



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

Harmonized CSM Report 2023 (1st Edition)



2023 PITAHC CLIENT SATISFACTION SURVEY (CSS) (Year End Result)

**I. Title: DATA ANALYSIS OF CUSTOMER/CLIENT SATISFACTION SURVEY FOR THE
YEAR 2023 (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.

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 2022, the PITAHC had a total of five hundred seventy-five (575) respondents who participated in the survey conducted both in electronic and printed forms. The PITAHC received an overall impression from their respondents (*clients served*) an average score of 4.94 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 result of this survey will be essential for PITAHC's Management and Process Owners for reviewing and calibration processes and strategies in attending to the needs for 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 the FY 2023.

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	Willingness to help, assist and provide prompt service to citizens/clients
Reliability (Quality)	Provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
Access & Facilities	Convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.
Communication	Act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback
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
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.

As per recommendation of the AO No. 25 IATF, PITAHC had already included the SQD **"COST"** for FY 2023.

For this year, PITAHC will still be using 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

Both electronic and printed copies of the approved Client Satisfaction Survey (CSS) Forms were utilized in this survey. All process owners were provided by 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 June 2023. All printed forms were encoded to the Google form link provided for consolidation and validation. For generation of reports, PITAHC has developed a software database to ensure reliability and consistency of the CSS.

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.

V. Scope and Limitation of the Survey

The survey involved the following services being offered by PITAHC per division covering January to December 2023, 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 (Herbal Soap and medicines)
		ISO & GAD related matters
12	Finance Division	Accounting, Auditing, and other concerns from clients
13	Administrative Division	Hiring of New Employee

		Procedure for complaints/recommendations/inquiries/suggestions
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
		Request for Bioassay Services (Consultation for research protocol, research design)
		Sales and Marketing of PITAHC Published Books and products (Herbal Soap, IEC Material, and medicines)

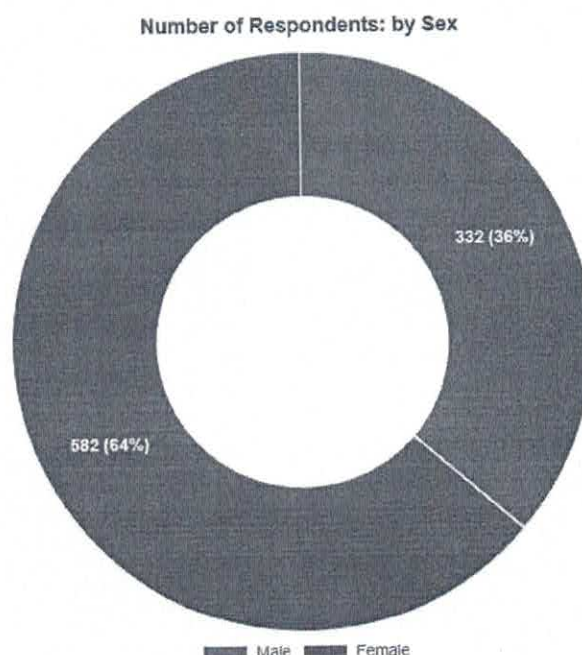
Training evaluation for training provided by PITAHC was not included in this survey since it has different parameters. This survey includes the measurement on PITAHC's action on the request for training on TAHC.

VI. Results, Data Analysis and Conclusion

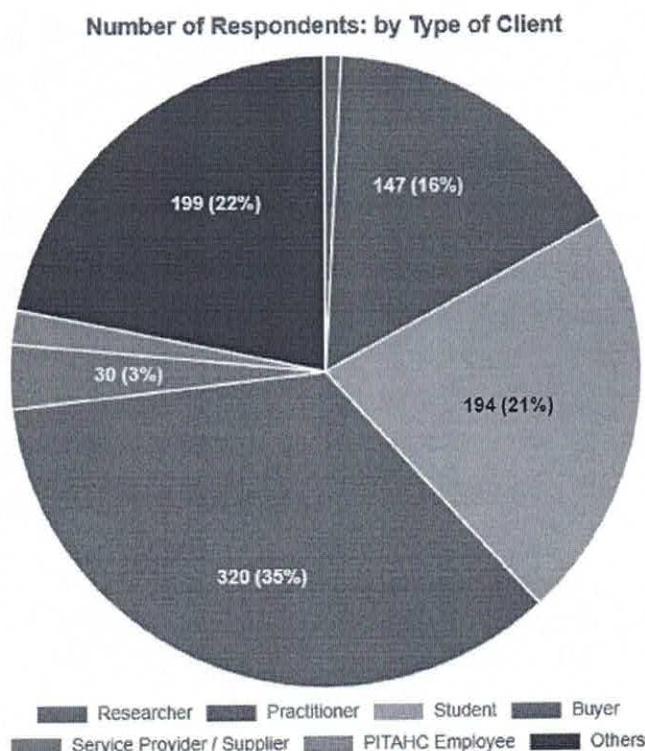
The data generated from the administered survey instrument were collated, tabulated and subjected to appropriate statistical analysis.

Respondent's Demographic

A total of nine hundred fourteen (914) respondents served by PITAHC different divisions from January to December 2023 have submitted PITAHC CSS forms in the database. There were no age groups included in the survey forms; only the sex and profession were reflected to characterize and segment the respondents.



Based on the data collected, sixty-four percent (64%) of the clients served by PITAHC were females and thirty-six (36%) percent were males.



For professional identification of the respondents, the CSS forms have pre-listed the possible clients that PITAHC will be serving. Among the 320 respondents or thirty-five percent (35%) were buyers, followed by "Others" with 199 (22%) respondents (they are the respondents identified themselves as DOH staff, government employees, visitors, members of the press or media partners), next was by students in total of 194 (21%), the practitioners with 147(16%) and service provider/supplier with 30 (3%) of the total number of respondents.

Measurement of Service Quality Dimension (SQD) or Criteria

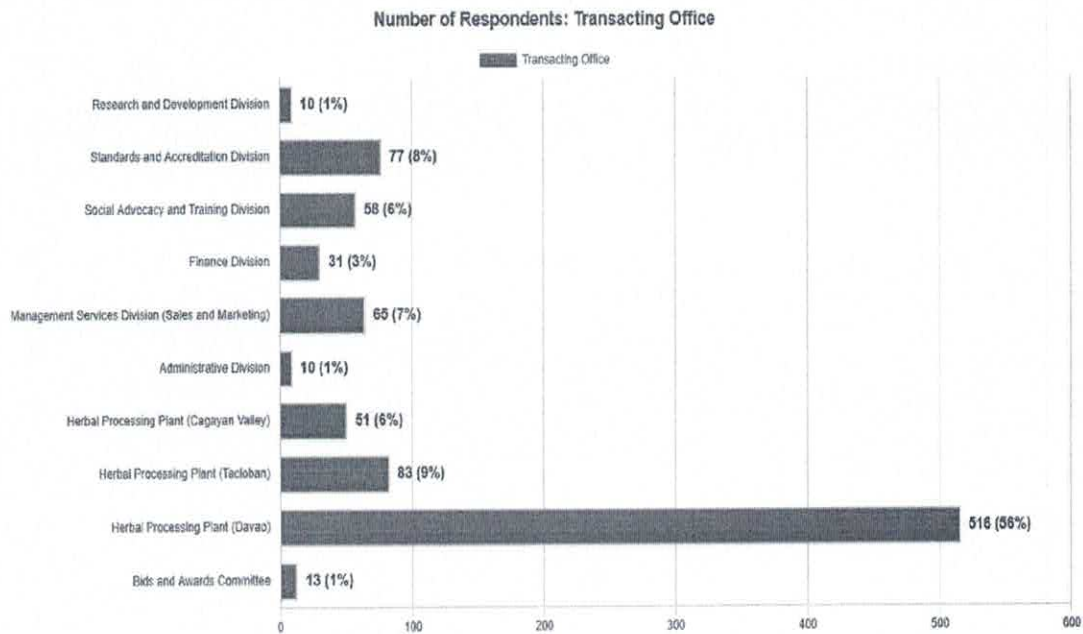
For 2023, the PITAHC adopted the eight (8) Service Quality Dimensions (SQDs) or criteria to measure the client's experience in availing PITAHC's services. However, the analysis of the result "by service" (*as suggested by the IATF AO No. 25*) is not yet possible since the number of accomplished still not enough to have significant result per service provided. This year's survey will only provide the number of respondents per "Service Provided".

After the data collection, validation and analysis, herein the results of PITAHC Client Satisfaction Survey covering January to December 2023:

By Transacting Division

Based on the data gathered, the most number of respondents from January to December 2023 for this survey was from the Davao Herbal Processing Plant (DHPP) with 516 (56%) respondents out of the 914 total respondents. It was then followed by 83 (9%) of the respondents from Tacloban HPP,

then 77 respondents from the Standards & Accreditation Division. The MSD managed to collect responses from its 65 clients.

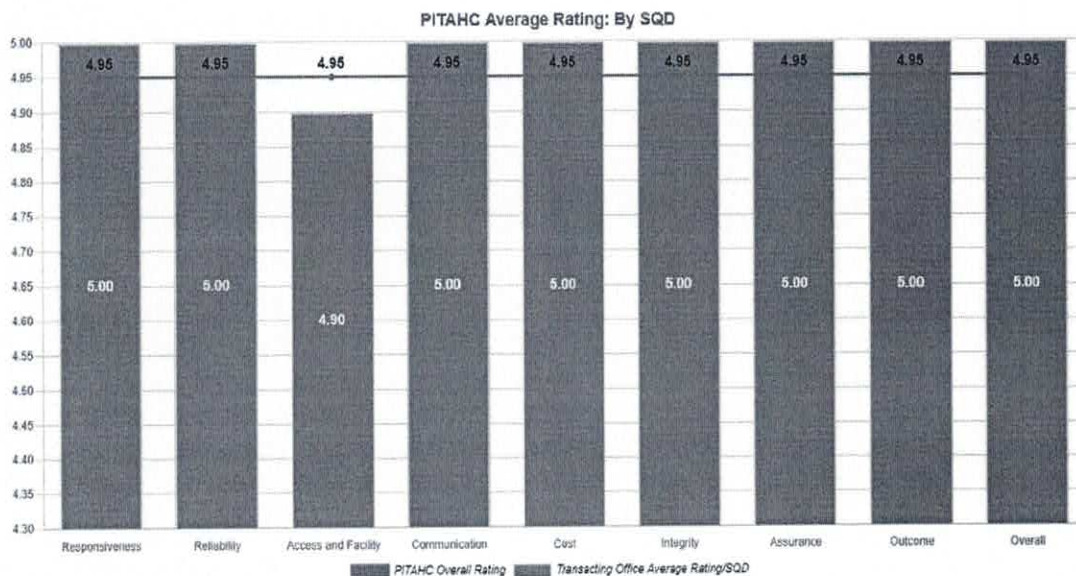


While the Social Advocacy & Training Division with 56 respondents, Cagayan Valley HPP with 51 respondents. There were only 31 respondents from the Finance Division, 13 from the Bids and Award Committee, 10 from Research and Development Division, and the Administrative Division.

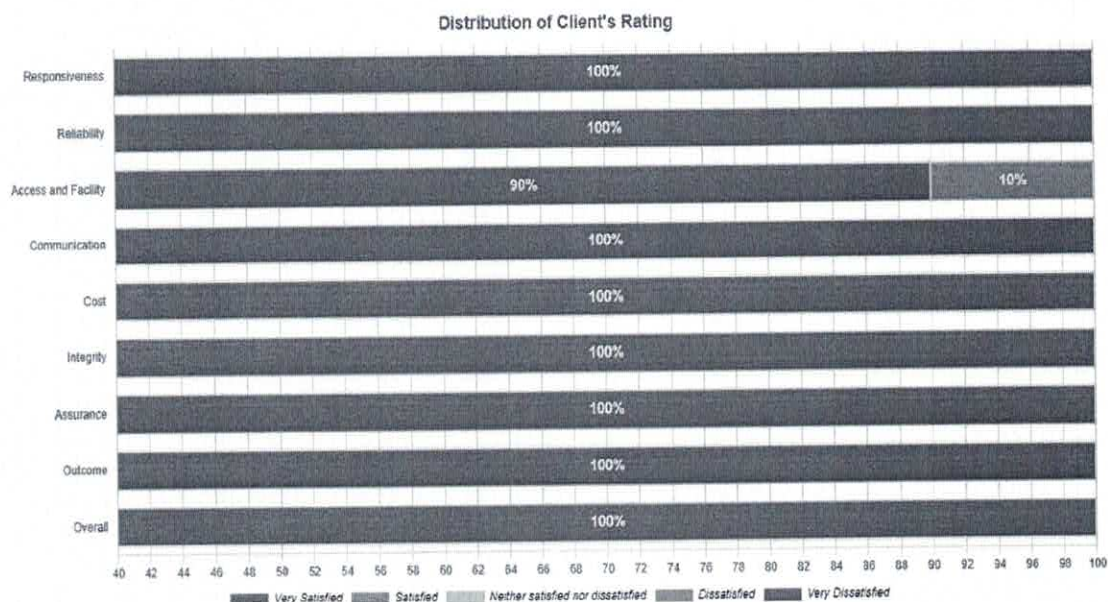
RESULTS PER DIVISIONS:

Research and Development Division (R&DD)

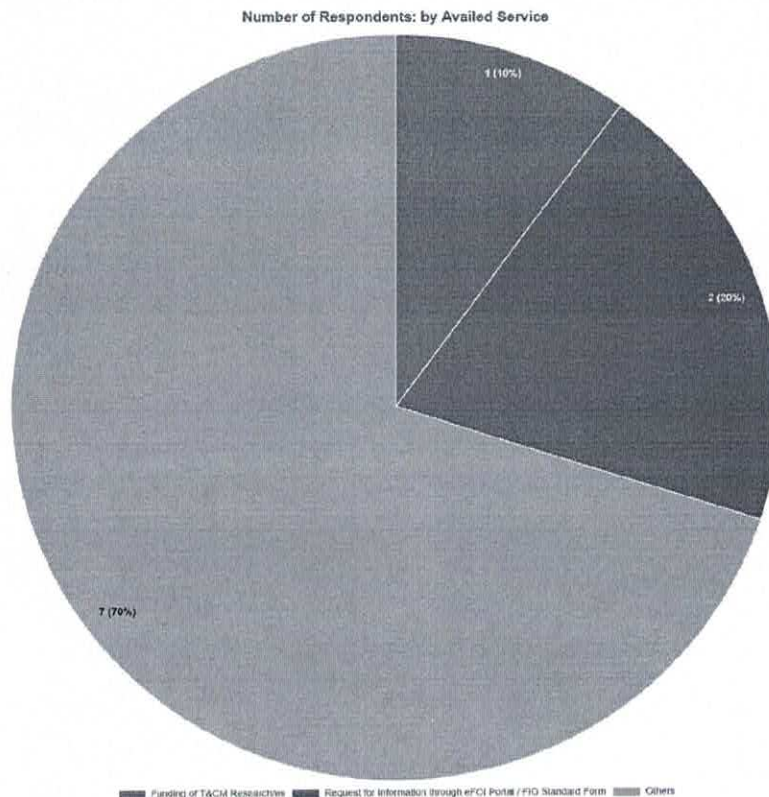
This division provides clients with information about TAHC research and attends to requests for funding of TAHC studies as well as provision of TAHC information. A total of ten (10) respondents were collected for this division, the result as follows:



The 10 respondents have appreciated the service provider by R&DD staff in all SQDs and exceeds the PITAHC's client expectation except for the Access & Facilities wherein its does not meet the PITAHC Overall Client Expectations. However, the rating was still under "Very Satisfactory".



While for the distribution of customer's rating, all the respondents graded R&DD with "Very Satisfied" for the services being provided. Only 10% of the respondents rated R&DD with "Satisfactory".

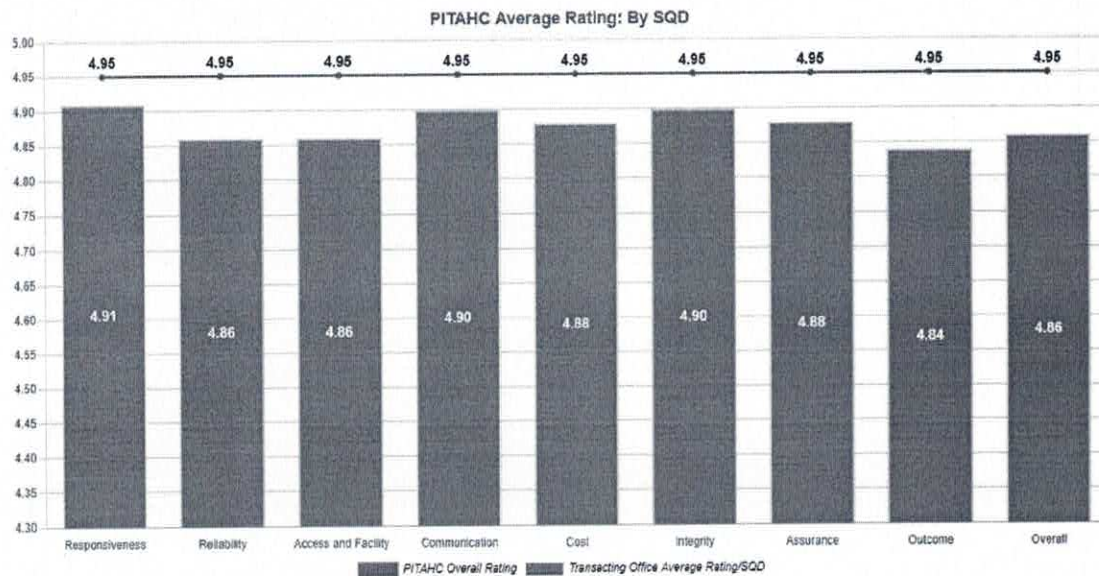


For the services availed by their clients, 7 (70%) of the respondents availed the service under "Others" these services are responding to the different inquiries about TAHC. While 20% of the respondents availed "Request for Information through eFOI Portal/FOI Standard Form".

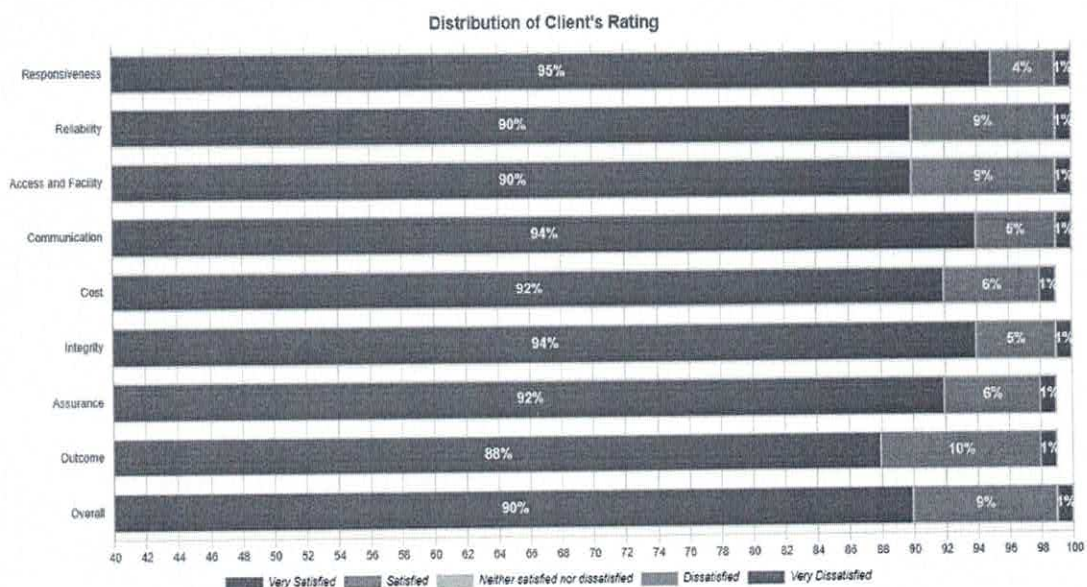
The R&DD received an impression from their respondents with an average overall score of 5.00 with an adjectival rating of "Very Satisfactory". Most of the respondents appreciated the "great service" and politeness of the R&D staff who rendered their service. However, due to the limited number of respondents, the result does not reflect the true picture of the client's perception.

Standards and Accreditation Division (S&AD)

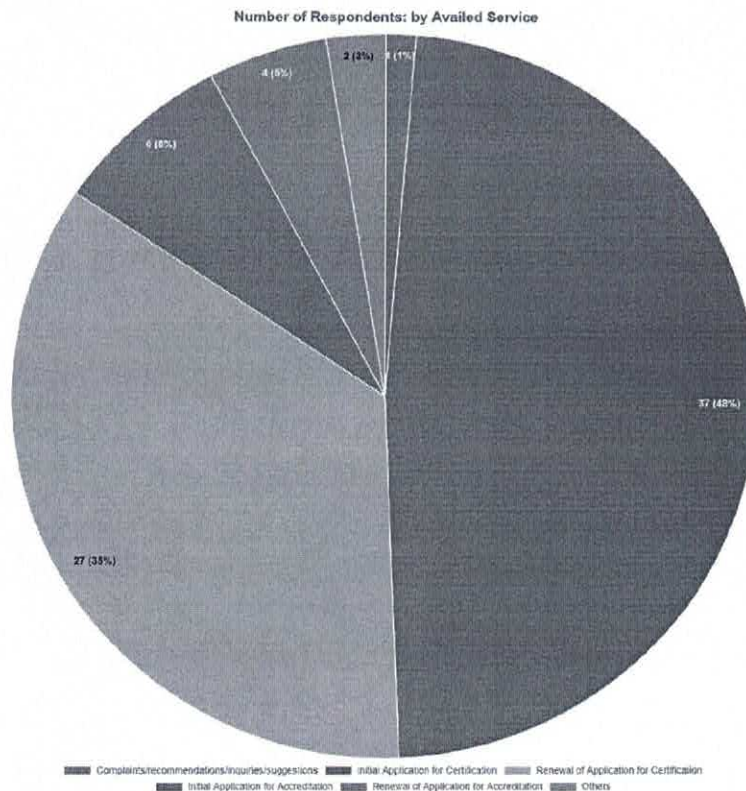
This division provides services on the processing of their certification for practitioners and centers for Filipino and Non-Filipino clients. A total of seventy-seven (77) respondents were collected for this division, the result as follows:



The respondents have appreciated the services provided in all SQDs by the S&AD staff on the different processes under this division. However, these rating for their SQDs have not met the PITAHC's Client Expectations but still the S&AD still rated "Very Satisfied" by the respondents.



In terms of distribution of customer's rating, 88% to 95 % of their respondents graded S&AD with "Very Satisfied" for the services being provided. While the 6% to 10% respondents rated S&AD with "Satisfied", there were 1% of each SQDs rated S&AD with "Neither satisfied nor satisfied".

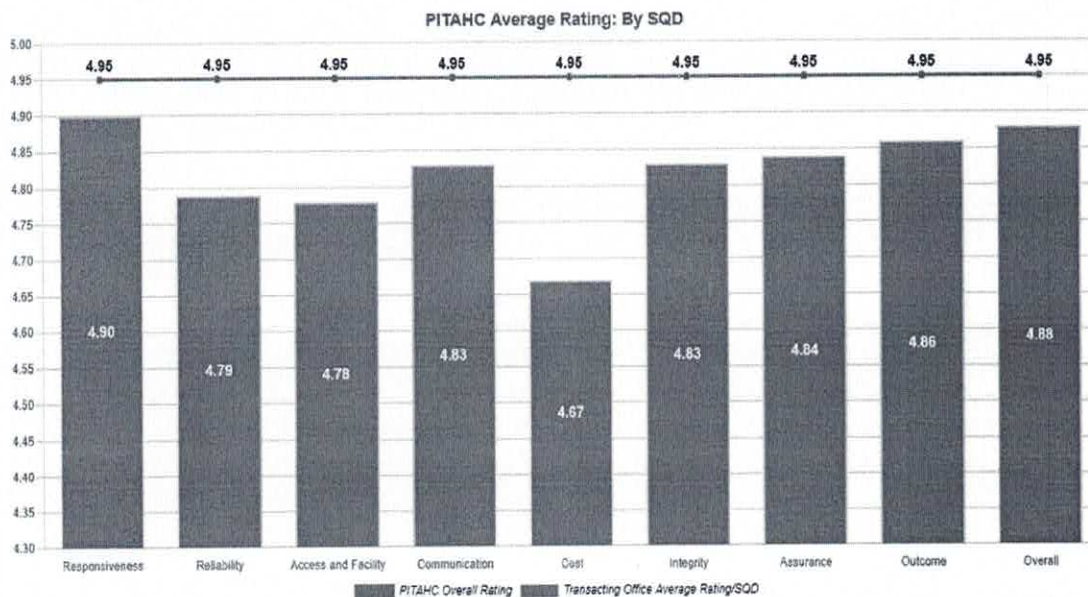


The S&AD received most number of service for "Initial Application for Certification" with 48% of their respondents, followed by the "Renewal of Application for Certification" with 35%, "Initial Application for Accreditation" with 8%, 5% for "Renewal of Application for Accreditation", and 3% clients availed "Others" services offered by S&AD.

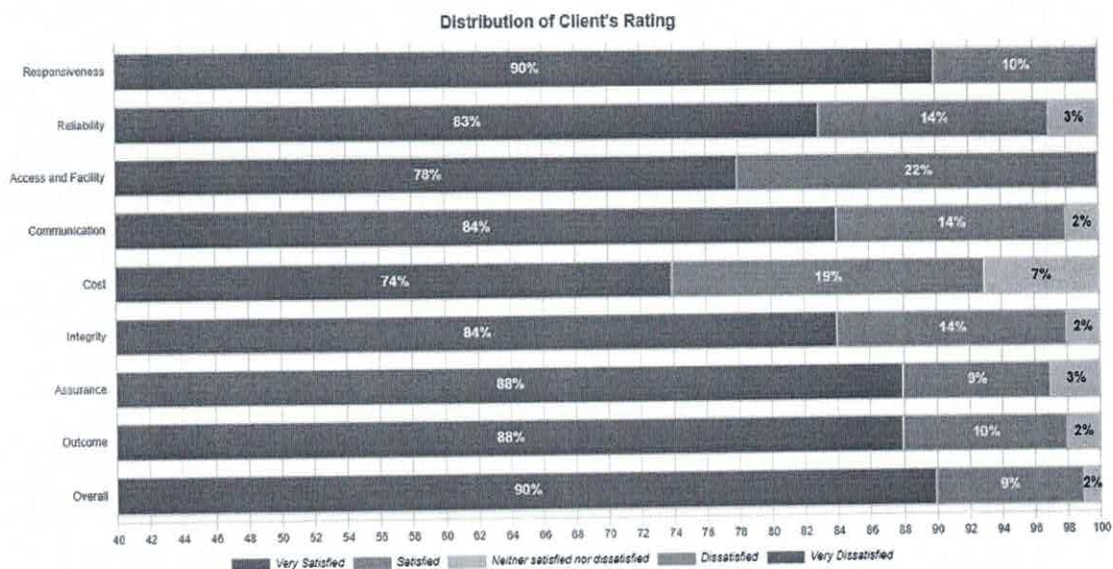
The S&A Division received an overall impression from their respondents of an average score of 4.87 with an adjectival rating of "Very Satisfactory". Most of the respondents appreciated the helpfulness, responsiveness, communication, integrity, and assurance of the S&AD staff on the different processes.

Social Advocacy and Training Division (SA&TD)

This division provides services on the requests for training on Acupressure, Tuina Massage, Basic & Advance Acupuncture. Also, the SA&TD cater to requests for Seminar Orientation on the proper use of medicinal plants using the PITAHC Published books. A total of fifty-eight (58) respondents were collected for this division, the result as follows:



The respondents have appreciated the services provided in all SQDs by the SA&TD staff on the different processes under this division. However, these ratings for their SQDs have not met the PITAHC's Client Expectations but still the S&AD still rated "Very Satisfied" by the respondents.



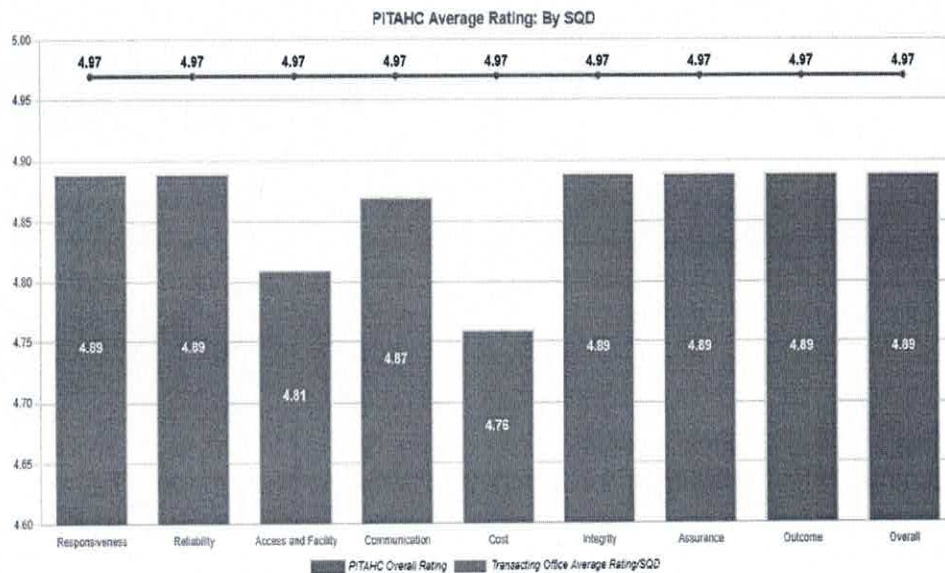
While for the distribution of customer's rating, 74% to 90% of their respondents graded S&AD with "Very Satisfied" for the services being provided. While the 9% to 22% respondents rated S&AD with "Satisfied", there were 2% to 7% of each SQDs rated S&AD with "Neither satisfied nor satisfied".

The S&AD received most number of service from "Initial Application for Certification with 48% of their respondents, followed by the "Renewal of Application for Certification with 35%", "Initial Application for Accreditation with 8%, 5% for "Renewal of Application for Accreditation, and 3% clients availed "Others" services offered by S&AD.

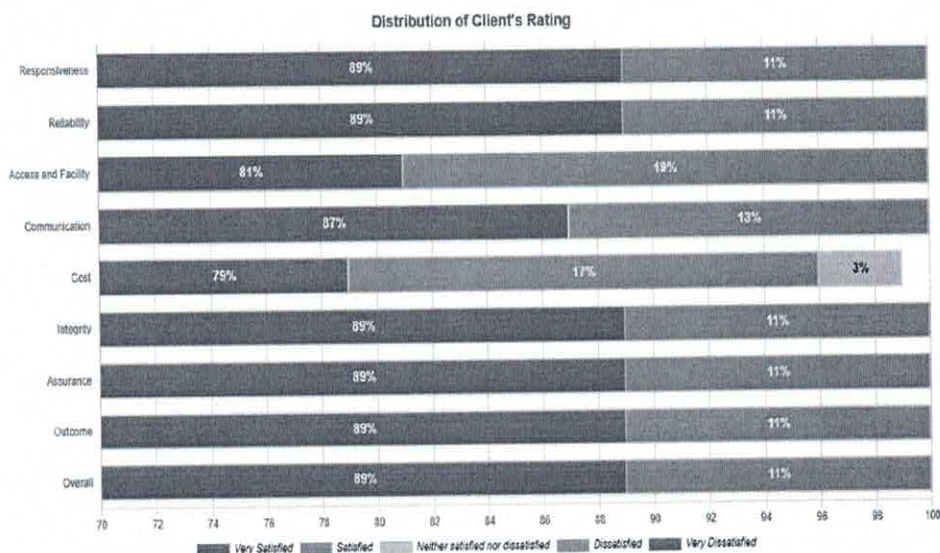
The SA&TD Division received an overall impression from their fifty-eight (58) respondents of an average score of 4.81 with an adjectival rating of "Very Satisfactory". With the high rating received the SA&TD should still look for ways to delight its clients to meet the PITAHC overall client's expectations.

Management Services Division (MSD)

This division provides services on the sales and marketing of PITAHC Published Books and products. Also, the MSD attends ISO and GAD related matters. A total of sixty-five (66) respondents were collected for this division, the result as follows:

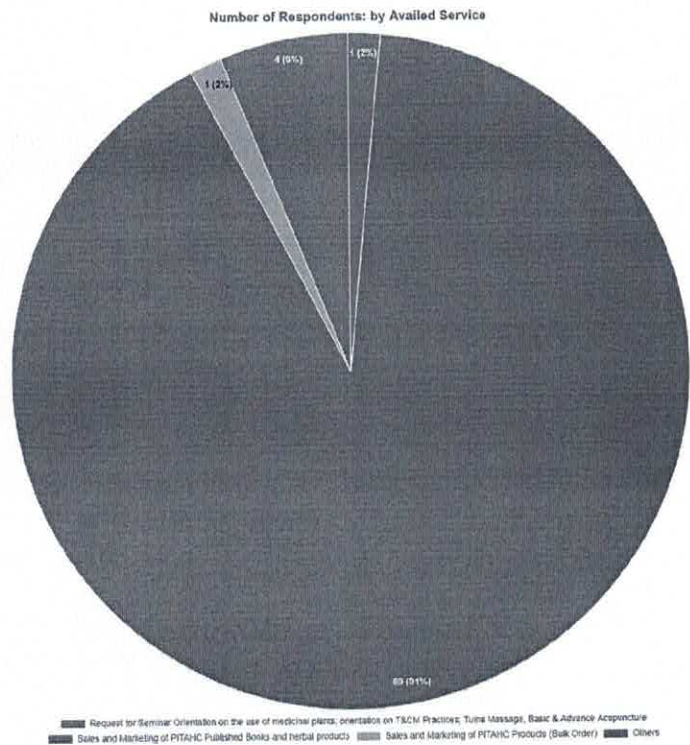


The respondents have appreciated the service provided by MSD staff in all SQD giving them an average score of 4.83 with an adjectival value of "Very Satisfied". However, it does not meet the PITAHC Client's Expectation specifically in SQD Cost and Access and Facilities.



While for the distribution of customer's rating, it was found out that their lowest rating came from the SQDs: Cost with 3% each of their respondents graded MSD with "Neither Satisfied nor

Dissatisfied" which is below the average PITAHC overall client's impression. While 79% to 89% of the respondents rated MSD with "5" or "Very Satisfied.

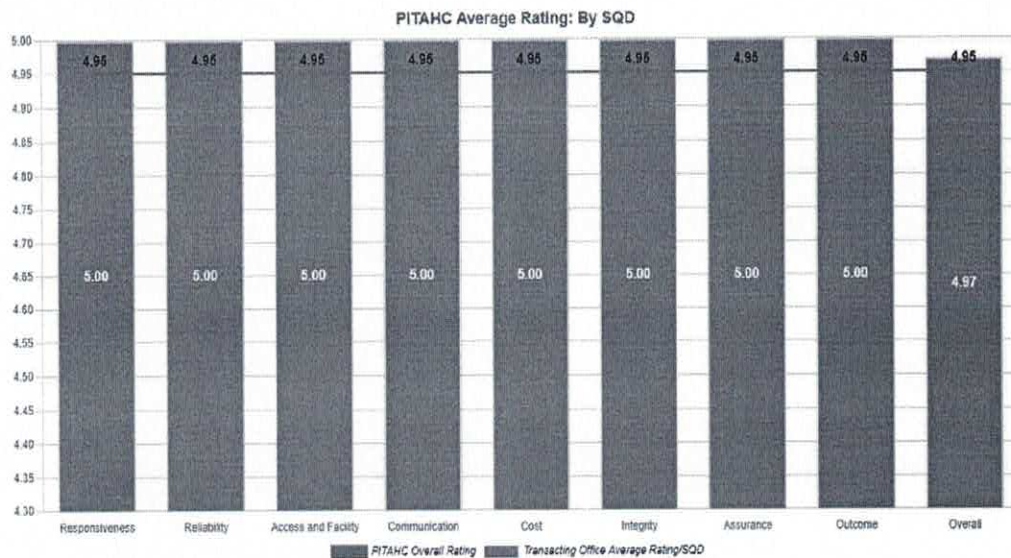


The MSD received most service from its buyer of PITAHC published books and herbal products from their Sales and Marketing Staff.

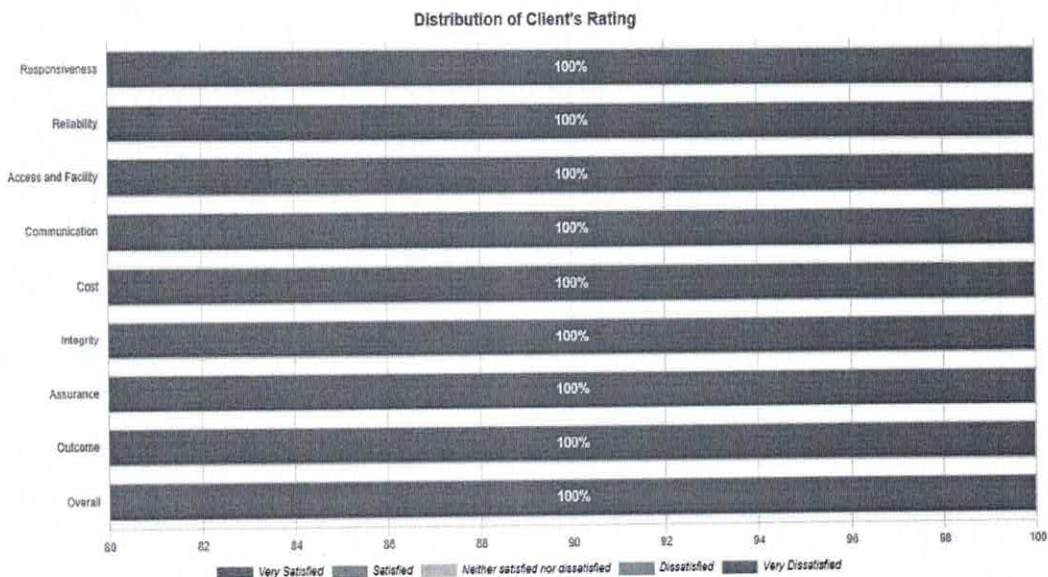
The MSD Division received an overall impression from their respondents of an average score of 4.83 with an adjectival rating of "Very Satisfactory". With the high rating received the SA&TD should still look for ways to delight its clients to meet the PITAHC overall client's expectations.

Finance Division

This division provides accounting, audit and other financial transactions of PITAHC. A total of thirty-one (31) respondents were collected for this division, the result as follows:



The respondents have appreciated the service provided by Finance Division staff in all dimensions by giving them a "Very Satisfied" rating. From being responsive, fair, honest, competent and timeliness of providing services to their clients.

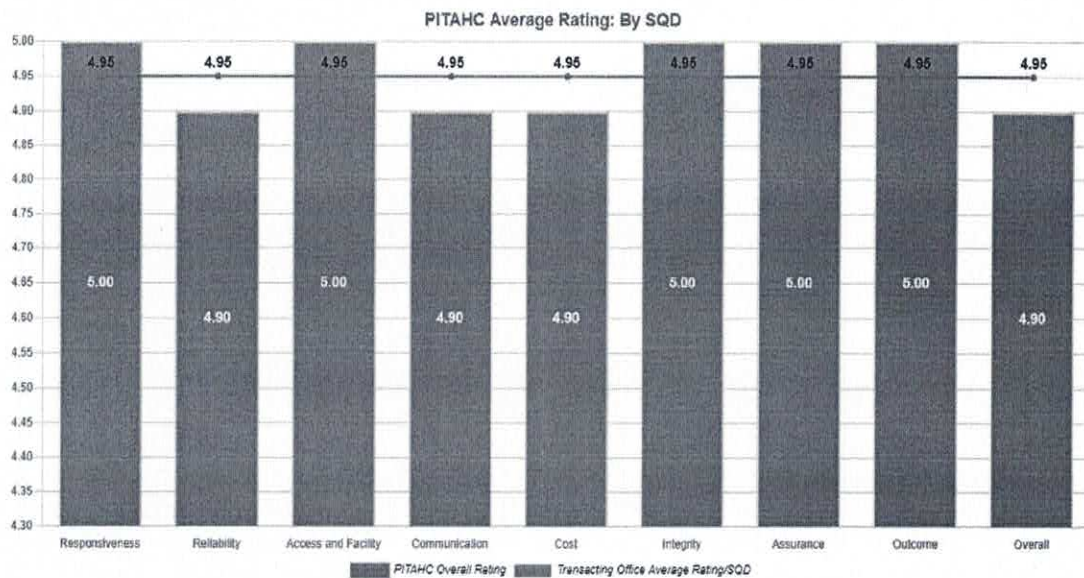


While for the distribution of customer's rating, it was found out that all respondents graded FD with "Very Satisfied" which exceeded the PITAHC overall client's impression.

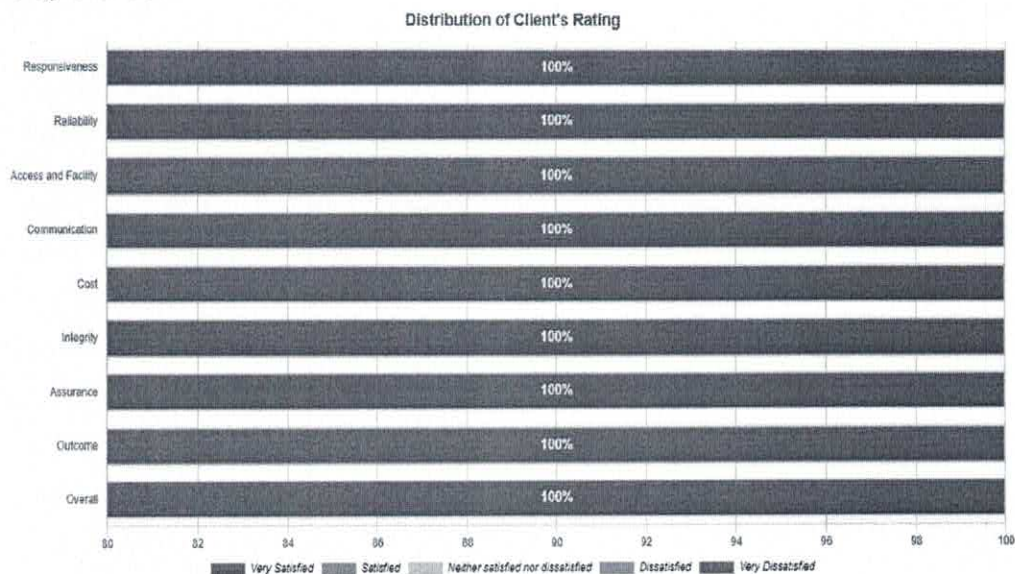
The respondents have appreciated the services provided by the Finance staff and rated this division with "Very Satisfied" in all service quality dimensions. The Finance Division received an overall impression from their respondents of an average score of 5.00 with an adjectival rating of "Very Satisfactory". Given the small number of respondents, it is early to conclude that these results represent the true picture of the services they can provide to the public.

Administrative Division

For this survey from January to December 2023, only ten (10) respondents as reflected in the data base for Administrative Division, the results are as follows:



The respondents have appreciated all the criteria or SQDs: from the responsiveness, quality, access & facilities, integrity, communication and assurance of the Administrative staff while providing the services they availed.



While for the distribution of customer's rating, it was found out all of their respondents graded AD with "Very Satisfied" which exceeded the average PITAHC overall client's impression.

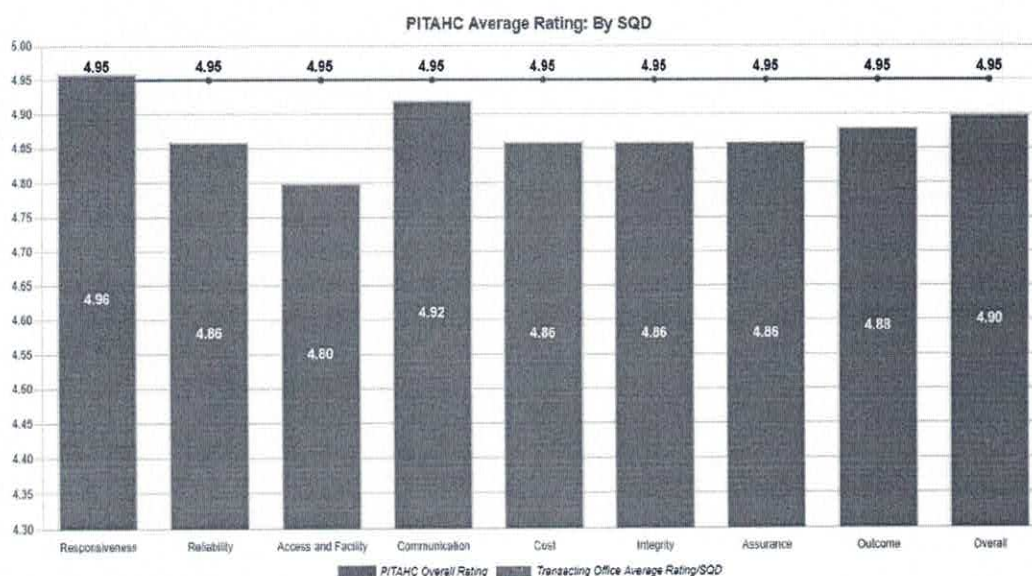
The Administrative Division received an overall impression from their respondents of an average score of 5.00 with an adjectival rating of "Very Satisfactory". Given the small number of respondents, it is premature to conclude that these results represent the true picture of the services they can provide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

Herbal Processing Plants (HPPs)

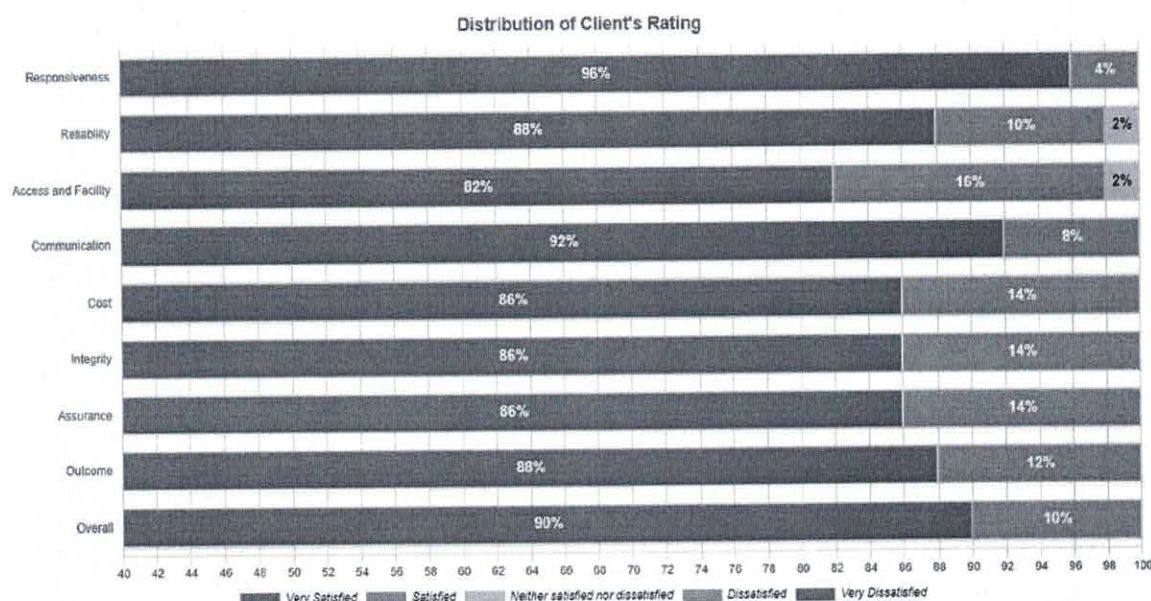
The PITAHC also has other functions, such as production of herbal medicines to support its operations and assist the government in its effort of increasing access to medicines. In this survey, the three (3) HPPs namely Cagayan, Davao and Tacloban HPPs have also submitted their CSS accomplished forms, the result as follows:

Cagayan Valley Herbal Processing Plants (CVHPP)

For this survey from January to December 2023, fifty-one (51) respondents as reflected in the database for CVHPP, the results are as follows:



The respondents have appreciated the service provided by CVHPP staff in SQDs Responsiveness. While other dimensions such as Access & Facilities, Cost, Integrity and Assurance were below the PITAHc's Client Expectation but still under the rating "Very Satisfied".

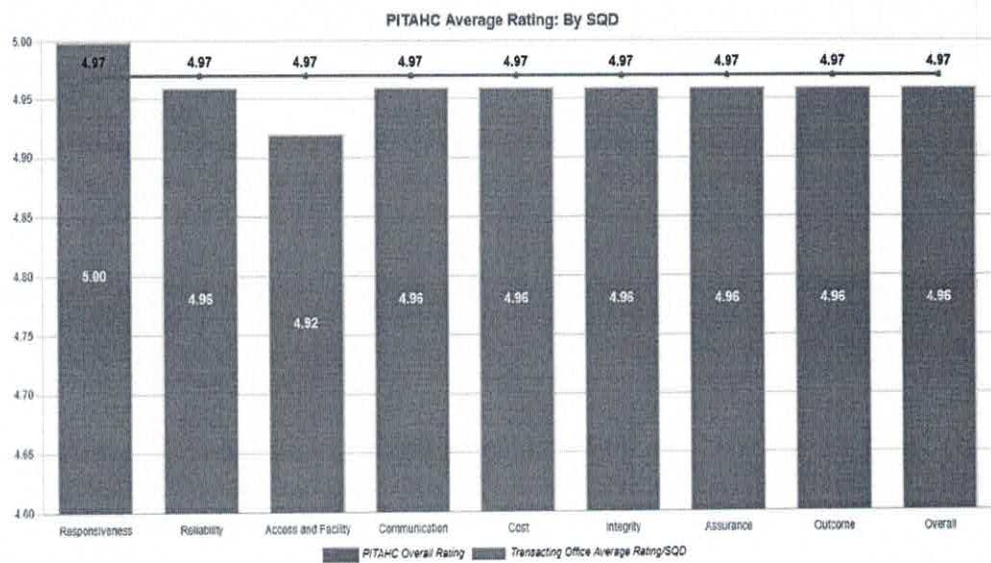


In terms of the distribution of clients rating, it was found out that their lowest rating came from the SQDs: Access & Facilities and Reliability from 2% of their respondents. While 82 % to 91% of their respondents rated CVHPP with "Very Satisfied".

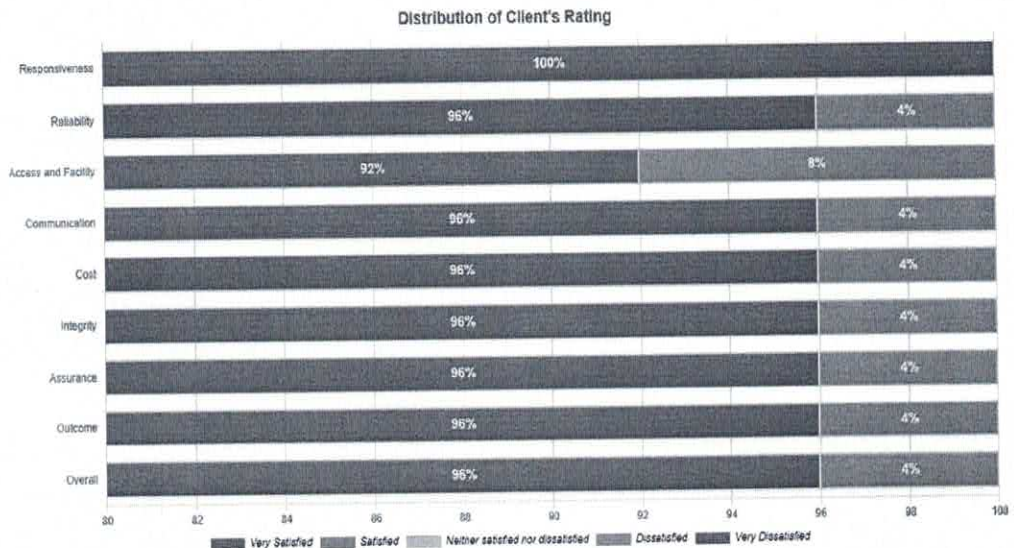
The Cagayan Valley Herbal Processing Plant received an overall impression from their respondents of an average score of 4.89 with an adjectival rating of "Very Satisfactory". The respondents have appreciated the services provided to them by CVHPPs staff by meeting the expected SQD as to professionalism, responsiveness, competence and courteousness.

Tacloban Herbal Processing Plants (THPPs)

The Tacloban HPP received eight-three (83) accomplished CSS Forms from January to December 2023, the results are as follows:



The respondents have rated THPP in SQD Responsiveness that exceeded the PITAHC's Client Expectation rate. Other SQDs: from the quality, access & facilities, integrity, communication and assurance were beyond the threshold. However, it is still under the THPP with "Very Satisfied" rating.

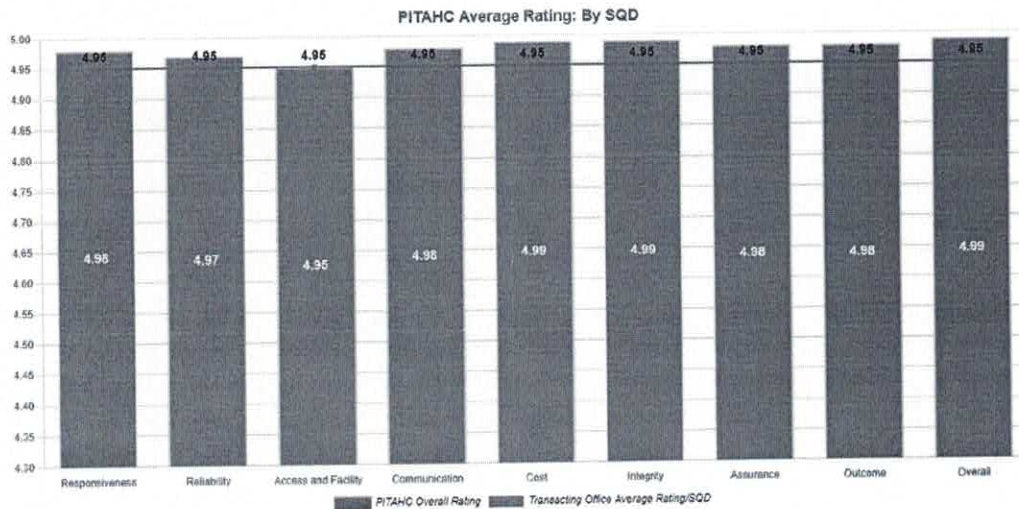


While for the distribution of customer's rating, it was found out that most of (96%)their respondents rated THPP with "5" in all SQDs. While the 4% rated them with "Satisfied".

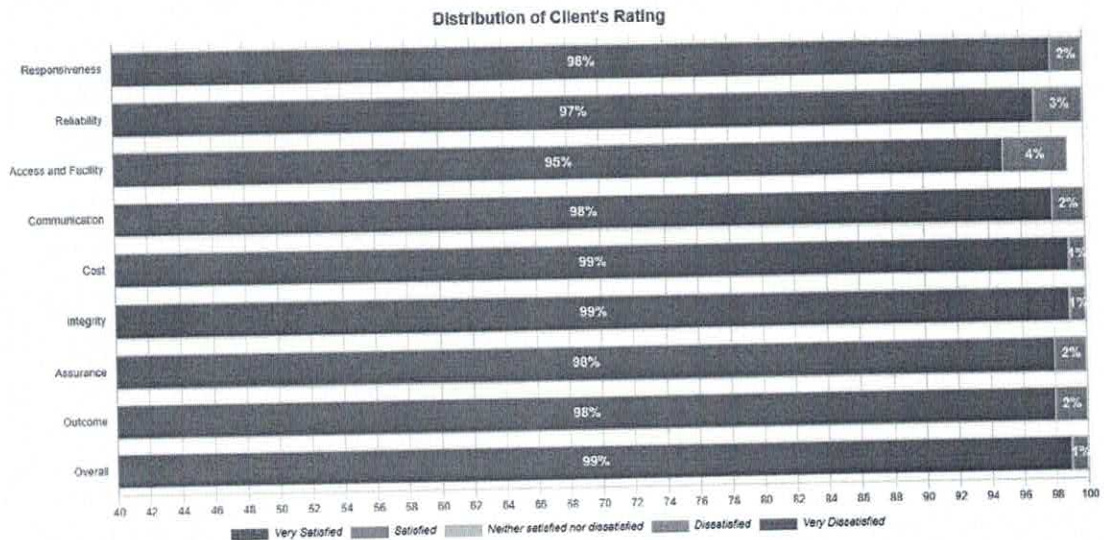
The Tacloban Herbal Processing Plant received an overall impression from their respondents of an average score of 4.95 with an adjectival rating of "Very Satisfactory".

Davao Herbal Processing Plants (THPPs)

The Davao HPP received five hundred sixteen (516) accomplished CSS Forms from January to December 2023, the results are as follows:



Having the most number of respondents, the DHPP was rated in all criteria or SQDs: from the responsiveness, quality, access & facilities, integrity, and assurance with a rating above the PITAHG Overall rating with "Very Satisfied" value.



While for the distribution of customer's rating, it was found out that most of (99-100%) their respondents rated DHPP with "5 or Very Satisfied" in all SQDs. While 1-4% of the respondents rated DHPP with "Satisfied" in Reliability and Access & Facilities.

The Davao Herbal Processing Plant received an overall impression from their respondents of an average score of 4.98 with an adjectival rating of "Very Satisfactory".

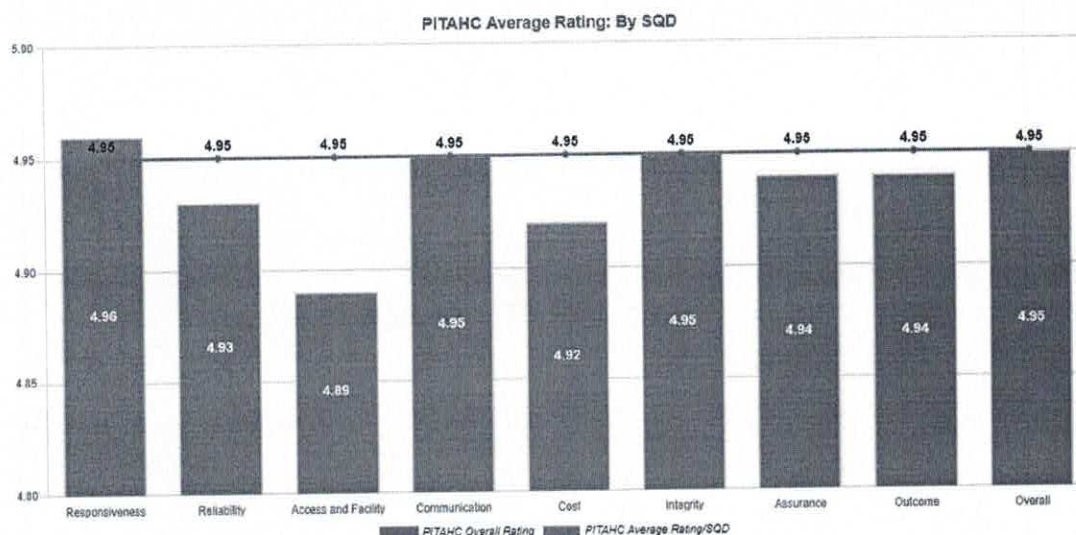
Comments, Suggestions and Commendations

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	They're nice and accommodating
	I am happy with the assistance I have received so far. No further comments
	The whole internship experience was very memorable and insightful for me as a pharmacy intern.
Standards and Accreditation	Very accommodating and pleasant.
	Ms. Pia is very accommodating.
	Mr. James is very accommodating
Social Advocacy & Training Division	To our last speaker, thank you for the support to CHD 4A advocacy. Video presentation is a big help to better understand the program, and we want to suggest that make the lecture livelier after the vid presentation.
	Thank you so much Ms. Kristine for the very informative and productive training. We learned a lot and we are looking forward to the next training that we were planning.
Management Services Division	Thank you for the freebies
	Fast online transaction
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!
Administrative Division	Keep up the good work.
Cagayan Valley Herbal Processing Plant	Thank you for responding to all of my questions. I appreciate the time you allotted to answer me.
Tacloban Herbal Processing Plant	Very Satisfied. Keep up the good work
Davao Herbal Processing Plant	The lecture on traditional medicine is indeed very helpful to us RSCC staff.
	They have delivered it as promised.
	The whole internship experience was very memorable and insightful for me as a pharmacy intern.

Overall Agency Citizen/Client Satisfaction Score

A total of nine hundred fourteen (914) respondents served by PITAHC different divisions from January to December 2023 have submitted PITAHC CSS forms in the database.



The PITAHC received an overall impression from their respondents (*clients served*) of an average score of 4.95 with adjectival rating of "Very Satisfactory". The client's expectations in terms of responsiveness, professionalism, competence, integrity, communication and quality of services being offered to PITAHC staff from January to December 2023.

VII. Conclusion/Recommendations

With the result for the PITAHC Client Satisfaction Survey, it is hereby recommended the following:

- A total of nine hundred fourteen (914) respondents served by PITAHC different divisions from January to December 2023 have submitted PITAHC CSS forms in the database.
- PITAHC was rated by its clients with "Very Satisfactory" for the services provided with an improvement from FY 2022 (4.94 to 4.95)
- While celebrating the overall success, it is crucial to address specific areas where PITAHC fell below client thresholds in service quality dimensions, particularly in Access & Facilities, Reliability, and Cost:
 - Enhance accessibility and facilities to meet or exceed client expectations. Consider investing in infrastructure improvements and optimizing the layout to ensure a more comfortable and efficient experience for clients.
 - Strengthen protocols and procedures to enhance the reliability of services. This may involve regular maintenance, rigorous quality checks, and continuous staff training to ensure consistent and dependable service delivery.
 - Evaluate the cost structure and explore opportunities for cost optimization without compromising service quality. This could involve negotiating better deals with suppliers, streamlining internal processes, or identifying areas for potential cost savings.
- Continuous Improvement Initiatives:
 - Implementing a robust Continuous Improvement Plan can contribute significantly to addressing the identified areas for improvement. This plan should include:

- Regular client feedback sessions to stay attuned to evolving needs and expectations.
- Ongoing staff training programs to enhance skills and adaptability.
- Periodic reviews of infrastructure and facilities to identify and address potential shortcomings.
- Encourage all staff to be keen in asking clients to accomplish the CSS forms.

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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: _____
Contact number/Email (optional): _____

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 Satisfied	Satisfied	Neutral neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Comments/ Recommendations
	1	2	3	4	5	
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.						
Cost: Satisfaction with timeliness of the billing, billing processes, preferred methods of payment.						

PITAHC Building, Malapang Street, East Avenue Medical Center Compound, Bantaga Central, Quezon City, Philippines
Telephone: (632) 8376-3067 / 8376-3068. TOLLFREE: (832) 8282-5193 / 8282-5194
Email Address: pitahe@gmail.com Website: www.pitahe.gov.ph

MS-FM-009 REV 01 17 FEBRUARY 2023

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

CLIENT SATISFACTION SURVEY
(English Version)

Name (optional): _____ Date: _____
Contact number/Email (optional): _____

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 Satisfied	Satisfied	Neutral neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Comments/ Recommendations
	1	2	3	4	5	
Reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.						
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 citizens/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!

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MS-FM-009 REV 01 17 FEBRUARY 2023

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

CLIENT SATISFACTION SURVEY
(Filipino Version)

Name (Pangalan) (optional): _____ Date (Petsa): _____
Numero ng Telepono/Email Address: _____

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.

Kaya ay lubus na nagpapalagay sa inyong pagpapaliwag ng ilang minuto upang sagutin itong Client/ Customer Satisfaction Survey/ Questionnaire. Mairal pang pakikitungon kami't iyakin na ang aming pamamayan ng pangangalaga o pakikitungo sa kiyente o kostumer ay higit pa sa inaasahan. Malatitayok po kayo na ang impormasyon ay pamanahing kumpleto ay at pako sa pagpapaliwag ng kalidad ng aming serbisyo lamang.

Sex (Kasarian): _____ Male (Lalaki) _____ Female (Babae)

I am a (Alko ay isang): _____ Student (Estudyante) _____ Researcher (Mananaliksik)
_____ Practitioner _____ Buyer (Mamimili) Other (Iba pa, mangyaring tukuyin): _____
_____ PITAHC Employee (internal)

Transacting Office (Tanggapan ng Transaksyon):

- 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) / Na-avail na ang serbisyo (mangyaring tukuyin): _____

Please check (✓) the appropriate box to indicate your degree of satisfaction after receiving PITAHC services:
(5 is the highest, 1 is the lowest rating)
Pakikagayon ng tek (✓) ang nauangkop na kahon upang isaad ang antas ng inyong kasiyahan pagkatapos matanggap ang mga serbisyo ng PITAHC. (5 ang pinakamataas, 1 ang pinakamababang rating)

Statements (Service Quality Dimensions)	Sangat Sikatapag Sikatapag	Sikatapag	Neutral neither satisfied nor dissatisfied	Dissatisfied	Sangat Dissatisfied	Mga komento/ Mga rekomendasyon
	1	2	3	4	5	
Access & Facilities: (Mga Suporta ng Kalidad ng Serbisyo)						
Responsiveness (Kakayahang tumugon): Ang mga kawani ay nagpakita ng kahandaang tumulong at magbigay ng agarang serbisyo sa mga mamamayan/Alayente.						
Reliability (Quality): (Kalidad ng Serbisyo): Ang serbisyo ng ibinigay ay walang pagkakamali o kakaunti ang pagkakamali sa serbisyo ng naihatid tulad ng ipinangako at alinud sa patakaran at mga pamamayan.						

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

CLIENT SATISFACTION SURVEY
(Filipino Version)

Name (Pangalan) (optional): _____ Date (Petsa): _____
Numero ng Telepono/Email Address: _____

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.

Kaya ay lubus na nagpapalagay sa inyong pagpapaliwag ng ilang minuto upang sagutin itong Client/ Customer Satisfaction Survey/ Questionnaire. Mairal pang pakikitungon kami't iyakin na ang aming pamamayan ng pangangalaga o pakikitungo sa kiyente o kostumer ay higit pa sa inaasahan. Malatitayok po kayo na ang impormasyon ay pamanahing kumpleto ay at pako sa pagpapaliwag ng kalidad ng aming serbisyo lamang.

Sex (Kasarian): _____ Male (Lalaki) _____ Female (Babae)

I am a (Alko ay isang): _____ Student (Estudyante) _____ Researcher (Mananaliksik)
_____ Practitioner _____ Buyer (Mamimili) Other (Iba pa, mangyaring tukuyin): _____
_____ PITAHC Employee (internal)

Transacting Office (Tanggapan ng Transaksyon):

- 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) / Na-avail na ang serbisyo (mangyaring tukuyin): _____

Please check (✓) the appropriate box to indicate your degree of satisfaction after receiving PITAHC services:
(5 is the highest, 1 is the lowest rating)
Pakikagayon ng tek (✓) ang nauangkop na kahon upang isaad ang antas ng inyong kasiyahan pagkatapos matanggap ang mga serbisyo ng PITAHC. (5 ang pinakamataas, 1 ang pinakamababang rating)

Statements (Service Quality Dimensions)	Sangat Sikatapag Sikatapag	Sikatapag	Neutral neither satisfied nor dissatisfied	Dissatisfied	Sangat Dissatisfied	Mga komento/ Mga rekomendasyon
	1	2	3	4	5	
Access & Facilities: (Mga Suporta ng Kalidad ng Serbisyo)						
Responsiveness (Kakayahang tumugon): Ang mga kawani ay nagpakita ng kahandaang tumulong at magbigay ng agarang serbisyo sa mga mamamayan/Alayente.						
Reliability (Quality): (Kalidad ng Serbisyo): Ang serbisyo ng ibinigay ay walang pagkakamali o kakaunti ang pagkakamali sa serbisyo ng naihatid tulad ng ipinangako at alinud sa patakaran at mga pamamayan.						

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ANNEX B
PITAHC Client Satisfaction Survey (CSS)
Google Form

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

Link:

<https://docs.google.com/forms/d/e/1FAIpQLSfNLzy0xQtTgyPabwA-vGih8ozsW1aCWkaySYhvp3zjq3-3Xg/viewform?vc=0&c=0&w=1&flr=0>

ANNEX C
PITAHC CLIENT SATISFACTION SURVEY (CSS)
FY 2023

UPDATES and ACTION PLAN for 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 2023:

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.	Already included as part of the SQDs in the CSM. It was agreed during the Management Review that there were services of PITAHC that does not apply the "Cost", client may not require to have their rating under this SQDs and place "N/A" instead.
3	For Access and Facilities of Central Office and HPPs	In the PITAHC CO, area for clients were provided with electric fan and free water and coffee
		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 Management Committee have assigned one (1) staff per division as CSM point person.

ANNEX D
Legend and Metric Used in the Interpretation of Results

PITAHC will still be using 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

Simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00 – 1.49	Very dissatisfied
2	1.50 – 2.49	Dissatisfied
3	2.50 – 3.49	Neither satisfied nor dissatisfied
4	3.50 - 4.49	Satisfied
5	4.50 – 5.00	Very Satisfied

ANNEX E
Breakdown of the Result per Service Quality Dimension

Criteria	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Responses	Overall Rating
<i>Responsiveness</i>	883	29	1	0	1	914	4.96
<i>Reliability</i>	854	54	5	0	1	914	4.93
<i>Access and Facility</i>	828	75	10	0	1	914	4.89
<i>Communication</i>	872	39	2	0	1	914	4.95
<i>Cost</i>	853	50	10	0	1	914	4.92
<i>Integrity</i>	873	37	3	0	1	914	4.95
<i>Assurance</i>	869	40	4	0	1	914	4.94
<i>Outcome</i>	867	43	3	0	1	914	4.94
<i>Overall</i>	871	39	3	0	1	914	4.95

ANNEX F
Number of Respondents per Service Availed

Availed Services	Number of Respondents	Overall Rating
Complaints/recommendations/inquiries/suggestions	2	5.00
Funding of T&CM Research/es	1	5.00
Information Regarding T&CM Research/es	1	5.00
Initial Application for Certification	37	4.92
Renewal of Application for Certification	28	4.86
Initial Application for Accreditation	6	4.17
Renewal of Application for Accreditation	4	4.75
Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture	11	4.82
Request for Training on Acupressure, Tuina Massage, Basic & Advance Acupuncture (PITAHC)	8	4.75
Request for Seminar Orientation on the use of medicinal plants; orientation on T&CM Practices; Tuina Massage, Basic & Advance Acupuncture	74	4.99
Request for Seminar Orientation on the use of medicinal plants; orientation on T&CM Practices; Tuina Massage, Basic & Advance Acupuncture (PITAHC)	16	4.88
Sales and Marketing of PITAHC Published Books and herbal products	245	4.96
ISO & GAD related matters	3	5.00
Accounting, Auditing, and other concerns	2	5.00
Procurement of Infrastructures	10	5.00
Procurement of Consulting Services	2	5.00
Payment for Purchase of Goods/Services under Shopping	23	5.00
Payment for Research Project	4	5.00
Payment for Honorarium	1	5.00
Pharmacy Internship	86	5.00
Technical Assistance	30	4.87
Payment for Service Provider	7	4.71
Sales and Marketing of PITAHC Products (Walk-in)	40	4.98
Request for Bioassay Services (Consultation for research protocol, research design)	7	5.00
Request for Bioassay Services (Conduct of Bioassay tests)	6	4.67
Sales and Marketing of PITAHC Products (Bulk Order)	82	5.00
Request for Information through eFOI Portal / FIO Standard Form	2	5.00
Others	176	4.94
Total	914	



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

Harmonized CSM Report 2023 (1st Edition)